

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT		1. CONTRACT ID CODE	PAGE OF PAGES 1 89	
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2. AMENDMENT/MODIFICATION NO. 0003		3. EFFECTIVE DATE 2 March 2017	4. REQUISITION/PURCHASE REQ. NO.	5. PROJECT NO. (If applicable)
6. ISSUED BY	CODE	SP4701	7. ADMINISTERED BY (If other than Item 6)	

DLA Contracting Services Office Philadelphia (DCSO-P) 700 Robbins Avenue, Bldg 26-2N-8129 Philadelphia, PA 19111-5096 Matt Ryan, 215-737-2253, matthew.ryan@dla.mil		SEE BLOCK 6
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8. NAME AND ADDRESS OF CONTRACTOR (No., street, county, State, and ZIP Code)		(√)	9A. AMENDMENT OF SOLICITATION NO. SP4701-17-R-7001
		X	9B. DATED (SEE ITEM 11) 1 February 2017
			10A. MODIFICATION OF CONTRACT/ORDER NO.
			10B. DATED (SEE ITEM 13)
CODE	FACILITY CODE		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS			
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☒ The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers ☒ is extended, ☐ is not extended.

Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; of (c) By separate letter of telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.	
(√)	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.)
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor ☒ is not, ☐ is required to sign this document and return ___ copies to the issuing office.

14. DECRPTION OF AMENDMENT/MODIFICATION (Organized by UCF section headings, including solicitation/contract subject matter where feasible.)

See page 2

15A. NAME AND TITLE OF SIGNER (Type of print)		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or Print)	
		MATTHEW RYAN	
15B. CONTRACT/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA	16C. DATE SIGNED
_____ (Signature of person authorized to sign)		_____ (Signature of Contracting Officer)	

The following changes are hereby made to SP4701-17-R-7001:

- 1. RFP SP4701-17-R-7001 is hereby revised and attached as Attachment 1.**
- 2. The solicitation closing date is changed to March 9, 2017, 3:00 pm eastern time.**
- 3. The following questions and answers submitted by interested vendors are provided for information.**

1. Q: Could you please provide the incumbent contract number? If not, is this a new requirement?

A: The incumbent contracts were SP3300-13-C-0020 and SP3300-12-C-0026.

2. Q: Who are the incumbents, and did they complete their term including all their options?

A: Craig Technical Consulting, Inc. (SP3300-13-C-0020) and Diverse Technologies Corporation (SP3300-12-C-0026) were the incumbent contractors. The government will not provide information regarding the administration of past contracts in response to this question. The administration of past contracts does not impact an offeror's ability to submit a proposal in response to the subject solicitation.

3. Q: Can they bid on the current contract?

A: The subject solicitation is open to all responsible service-disabled small business vendors.

4. Q: On page 16 you cite three locations for the base period (Susquehanna, Philadelphia, New Cumberland) yet on page 75 you provide ticket counts for 6 locations (Aberdeen, Groton, New Cumberland, Philadelphia, Portsmouth, Tobyhanna) with only 2 of the locations corresponding to base period cited locations. Are we to bid on-site support for just the 3 locations identified on page 16 or for the 6 locations identified on page 75, or some subset of the two?

A: Vendors must bid on all sites that are listed in Attachment 1 of the RFP, there are 3 main sites with a lot of sub sites within the Northeast region. The vendor is responsible for providing End User Support for all DLA locations within the Northeast region.

5. Q: On page 16 you cite Susquehanna, PA for the base period yet on page 75 you do not provide ticket counts for Susquehanna. Can you please provide the ticket count for the Susquehanna/Mechanicsburg location or is it included in the New Cumberland ticket count? If so, what is the breakdown between the two sites?

A: New Cumberland and Susquehanna/Mechanicsburg ticket counts are combined and we are unable to separate the ticket count due to restraints in the Remedy system.

6. Q: On page 16 you cite three primary locations and POP dates for the base period and Tobyhanna, PA is not one of the three locations. On page 75 you provide ticket counts for Tobyhanna and list it in bold

letters on page 77. Can you please tell us if Tobyhanna is included as a subset to one of the three primary site locations and what its start POP date will be?

A: Tobyhanna is a subset to one of the primary locations along with all sites listed in Attachment 1. Tobyhanna is under the New Cumberland contract and will be starting on 8/1/2017.

7. Q: On the table of site locations found on pages 76-79, some of the sites are listed in bold font and others are not; is there any special relevance related to the bolding of certain sites? Are these the sites you envision we will have personnel manning them?

A: The location appearing in bold fonts do not have any special relevance. The Government will reissue Attachment 1 without bold font.

8. Q: In paragraph 1.7.1 Hours of Operation you state “Primary Period of Service (PPS) is defined as 0600 – 1800 (6:00 am – 6:00 pm), Monday – Friday except nationally recognized holidays. At a minimum, the contractor shall provide a staff of qualified technicians during the hours of 6:00 AM (0600) through 6:00 PM (1800) local Time, Monday through Friday, Federal Holidays excluded, unless specified differently in Task Order. “ Are we allowed to remotely cover office operations starting at 0600 to 1800 or are we required to have a physical presence in the office from 0600-1800?

A: The vendor may cover office operations remotely during the PPS.

9. Q: Was this contract always a SDVOB set aside?

A: It was always the government’s intention to issue the requirement as a SDVOSB set-aside. This inadvertently was not included in the original RFP.

All other terms and conditions remain unchanged.

**ATTACHMENT 1:
REVISED
COMBINED SYNOPSIS/SOLICITATION
REQUEST FOR PROPOSAL**

- (1) Action Code: N/A
- (2) Date: 1 February 2017
- (3) Year: 2017
- (4) Contracting Office Zip Code: 19111
- (5) Classification Code: 541519
- (6) Contracting Office Address:
- DLA Contracting Services Office Philadelphia
700 Robbins Avenue, Building #26-2N-9376, North Side
Philadelphia, PA 19111
- (7) Subject: End User IT Support/Services for Northeast Region
- (8) Proposed Solicitation Number: SP4701-17-R-7001
- (9) Closing Response Date: 9 March 2017 at 3:00 pm
- (10) Contact Point: Matthew Ryan, matthew.ryan@dla.mil.
- (11) Contract Award: NA
- (12) Contract Award Dollar Amount:

Total Award Dollar Amount (including options) - \$_____

- (13) Contract Line Item Number:

Base Period					
CLIN	Description	Quantity	Unit	Unit Price	Total
0001	IT End User Support Services – Northeast Region (Firm Fixed Price)	12	Months	\$	\$
0002	Travel (Time and Material)	1	Each	-	Not to Exceed (NTE) \$5,000.00
	Total Value of Base Period:				\$

Option Period 1					
CLIN	Description	Quantity	Unit	Unit Price	Total
1001	IT End User Support Services – Northeast Region (Firm Fixed Price)	12	Months	\$	\$
1002	Travel (Time and Material)	1	Each	-	NTE \$5,000.00
	Total Value of Option Period 1:				\$

Option Period 2					
CLIN	Description	Quantity	Unit	Unit Price	Total
2001	IT End User Support Services – Northeast Region (Firm Fixed Price)	12	Months	\$	\$
2002	Travel (Time and Material)	1	Each	-	NTE \$5,000.00
	Total Value of Option Period 2:				\$

Total Value Including Options:

\$_____

- (14) Contract Award Date: NA
- (15) Contractor: NA
- (16) Description:
- (i) This is a combined synopsis/solicitation for commercial items prepared in accordance with the format in FAR Subpart 12.6, as supplemented with additional information included in this notice. This announcement constitutes the only solicitation; proposals are being requested and a written solicitation will not be issued.
 - (ii) Solicitation Number: SP4701-17-R-7001.
 - (iii) This solicitation document and incorporated provisions and clauses are those in effect through Federal Acquisition Circular 2005-87.
 - (iv) The North American Industrial Classification System (NAICS) code for this acquisition is 541519. This requirement is a Service-Disabled Veteran-Owned Small Business (SDVOSB) set-aside. The size standards in millions of dollars is \$27,000,000.00.
 - (v) BASIS FOR AWARD: Award shall be made to a SDVOSB whose proposal represents the lowest price technically acceptable (LPTA) offer.
 - (vi) Schedule of Items/Statement of Work:
DLA Information Operations (J6) has a requirement for End User IT Support/Services:

SECTION 1: PERFORMANCE WORK STATEMENT (PWS)

1.1 BACKGROUND

The Defense Logistics Agency provides worldwide logistics support for the missions of the Military Departments and the Unified Combatant Commands under conditions of peace and war. In support of Defense Logistics Agency's (DLA's) mission, DLA Information Operations, J6, is the Agency's knowledge broker, providing comprehensive, best practice Information Technology (IT) support to the Department of Defense (DoD) and DLA Business Community resulting in high quality information systems, customer support, efficient and economical computing, data management, and telecommunication services.

DLA Information Operations (J6) has the responsibility of providing End User IT support services for its user population as well as those of other DLA, DoD and contractor entities and the activities that these organizations support on DLA operated facilities.

The Information Operations Stakeholder Integrated Services, Customer Support and Readiness (J63A) office is responsible for providing Enterprise IT Helpdesk and Desktop level End User Support functions worldwide. End user / Desktop Support work is provided by a mix of government and contractor personnel and is divided into Regions for support efforts. These regions are: Europe/Africa/Southwest Asia, Northeast United States, National Capital Region, Southeast United States, Central United States, Western United States and Pacific. Some of these regions will be split up to Sub Regions due to their Geographic size and/or scope of effort.

The purpose of this document is to provide objectives and requirements for Information Technology (IT) End User customer support for DLA users at DLA facilities and locations as prescribed herein.

IT support is typically aligned based on levels of responsibility and capability. The IT Incident Management goal is to return to normal service level, as soon as possible, with the smallest possible impact on the business activity of the organization end user. The IT Incident Management process is handled in a tiered approach.

- Initial Contact: This level is typically the initial contact with the customer and handles requests for service (i.e. incoming calls, emails, walk-ins, reports, letters, radio requests, etc.), assesses the impact, severity, and priority of the incident; and attempts to resolve the problem during the initial customer contact. This is work provided by another part of the IT organization.
- Direct Customer Support: This level can be referred to as desktide support and includes typical touch labor functions, remote control support processes, management and maintenance of IT equipment used by the DLA end user. This level will typically be provided incident or service request tickets for issues / problems not resolved on initial contact. Due to the proximity to the customer, this level may receive initial contact requests with the customer and should accept and enter those requests into the call management system.
- The final level of support, and not included in this requirement is back end systems administration / application development. This is work provided by another part of the IT organization to strives to maintain systems availability and security.

Service requests (work orders) are also managed and are standard services when a user requests support, delivery, information, and advice which are not a result of a failure in the IT infrastructure.

Special Notice:

Primary initial contact support will be provided by the DLA Enterprise Helpdesk (EHD-T1). The EHD-T1 provides a single point of contact (SPOC) serving the DLA's 36,000+ end users at various global locations. EHD service provider performs a multitude of activities. They answer DLA's end users' calls, emails, and web submissions, via contractor provisioned, configured and managed technologies. They log all trouble tickets into a government provided incident and service management solution conforming to ITIL v3. The technology is configured and managed by the government.

1.2 Objective and Scope

The objective of this initiative is to provide End User IT Operations Services/Support to all DLA users/customers in a geographic area. This service/support will be focused primarily on the users that are located in the Northeast Region area and may be defined to a subset of that region – see attachment 1 for specific locations. The Contractor shall ensure that all customers, whether in the defined service area, Teleworking, working remotely, or at another duty location receive the same high quality service and support. This effort shall continue to promote commonality of function and administration.

The scope of this effort is to provide End User IT operations and support for users of DLA information systems to include the Non-Classified Internet Protocol Routing Network (NIPRNET) and Classified Secret Internet Protocol Routing Network (SIPRNET), and theater based specific networks. IT support is required for the Technology Management of DLA systems resources at the locations identified in the Place of Performance.

1.2.1 Incident Management. The contractor shall triage, identify, work and resolve IT incidents encountered by DLA IT system users, by following and complying with approved DLA standard operating procedures. The goal is to return DLA users to productive service within the timeframes identified in the performance metrics of this contract.

1.2.2 Service Request Management. The contractor shall review, take action and resolve IT service requests assigned by following and complying with approved DLA standard operating procedures. This includes but may not be limited to request for changes in environment, installation, move or change in computing hardware or software, or changes to the physical infrastructure.

1.2.3 Escalation Management. The contractor shall immediately escalate Incidents or Service Requests that are outside the scope of their responsibility to the appropriate work group. The contractor shall follow and comply with DLA standard operating procedures.

1.2.4 Program Management. The Contractor shall provide program management support to ensure that work performed over the life of the contract is managed efficiently and effectively and that requirements and performance goals are met. The contractor shall review services provided and recommend improvements to DLA IT operating procedures what will provide gains in efficiency and customer satisfaction while reducing operating costs.

1.2.5 Support Environment. The contractor shall provide end user support, to include configuration, build, tear down, placement, maintenance and administration for the following types of equipment: desktops, laptops, thin clients, Windows and Apple Tablets, Scanners and digital plotters, Desktop and Network printers, iPhones with CAC reader, other mobile devices, monitors and VOIP desk phones and other devices as defined by the government.

1.2.5.1 Secret Clearance: Contractors shall be required to support systems and users who are operating classified networks and provide incident response due to spillages and systems recovery efforts. For this reason, all contractor employees will be required, at a minimum, to have and maintain an active SECRET clearance.

1.3 Specific Tasks

1.3.1 Program Management Support

The Contractor shall provide program management support to ensure that work performed over the life of the contract is managed efficiently and effectively and that requirements and performance goals are met. The Contractor shall ensure that DLA systems support are planned, developed, tested, deployed, and operated in a controlled manner.

Communications between all team members is critical to ensure that DLA users, networks, and systems are successful. The Program Manager shall be the single point-of-contact to ensure effective program management, direction,

administration, quality assurance, and control of the contract.

1.3.1.1 Transition Plan: The Contractor shall provide a transition plan identifying project in- and out- transition processes and schedule. The contractor shall plan and execute a support transition plan for the sites listed in Attachment 1, to begin support transition on the date identified and to provide full performance on, or before, the full performance date as specified in this contract.

1.3.1.2 Weekly meetings. The contractor shall meet weekly with the COR/COTR to discuss issues, concerns, and on-going efforts, as well as address identified program risks and action items.

1.3.2 Project Management

The vendor shall develop project plans, determine additional hardware requirements, and recommend strategies to meet government requirements for the deployment of new software and OSs as required, at the direction of the government.

1.3.2.1 Service Collaboration. The vendor shall collaborate with all other J6 Enterprise Service Areas (ESAs) and contract support teams required to provide and maintain world-class services for the DLA customer. The Vendor will be required to interface with other vendor personnel performing on other contracts awarded by the government in support of Information Technology management. Vendors providing IT support to the DLA customer should collaborate and coordinate actions to the maximum extent possible to alleviate contention for resources or duplication of effort. Issues arising from lack of collaboration shall be brought to the COR / COTR attention immediately.

1.3.3 End User Support (Desk-side and Remote Assistance)

The goal of Desktop Support Services is to maintain and return customers to normal IT Operations, as soon as possible, with the smallest possible impact on the business activity of the organization's end user(s). The vendor shall provide local and remote Technical Support Services for end user support on the NIPRNET and SIPRNET for DLA users/customers/activities located in the defined service locations. The vendor shall provide more complex support for IT Solutions software and hardware service request/incident processing for end-user issues that are not resolved at Initial Response Support level. This support includes the tracking of incident/service request from receipt through closure using a DLA Trouble Ticket Tracking System. DLA J6 currently utilizes the "Commercial Off the Shelf" (COTS) software "BMC Remedy"; however, the vendor shall use the system provided by DLA to remain consistent across the DLA Enterprise.

The Contractor shall provide IT support in the following task areas:

1.3.3.1 Device Build, maintenance and administration. The vendor shall provide hardware/software configuration of desktop, laptop, thin clients, mobile devices and printer/scanner devices as required by DLA standards. This shall include setup, installation, initialization, and test of hardware/software, operating systems (OS), interfaces (user, network, and applications), and standard applications. The vendor shall perform troubleshooting and reconfigurations due to problems, performance issues, or requirement changes. Baseline configurations shall be applied using disk-imaging utilities. The vendor shall utilize a DLA standard workstation image, deploy the image to the staged hardware and deploy the system to IT Systems as required.

1.3.3.2 IT Incident and Customer Service. The vendor shall resolve IT Incidents assigned to their workload queues in the government provided Trouble Ticketing System within the timeframes required in this performance work statement. The timeframe is defined as the time from when the incident ticket is placed in the support group queue in the trouble ticketing system until the time the problem is resolved and verified with the user. These include but are not limited to:

- IT Incidents involving Very Important People (VIP) must be resolved within 4 hours (PPS and Outside of PPS) 98% of the time.
- High/ Critical priority Incidents will be resolved within 4 PPS business hours 98% of the time.
- Medium and Low Incidents will be resolved within 3 business days 98% of the time.

- Speed to Assign Incidents will be completed < 1 hour 85% of the time
- Initial Response to the Customer (e.g. Email, Phone, Instant Messenger (IM)) for Incidents will be processed <4 hours 85% of the time during PPS.

1.3.3.3 IT Service Requests. The vendor shall review, action and resolve IT service requests assigned (See Attachment 3), to include documenting resolution and actions taken in the trouble ticketing system. This includes but may not be limited to request for changes in environment, installation, move or change in computing hardware or software, or changes to the physical infrastructure. Service requests shall include work required by another J6 Enterprise Service Area (ESA) in support of overall mission completion. The timeframes for service request resolution as defined in this contract are:

- Work Orders / Service Requests shall be resolved within 5 business days 85% of the time. Service Requests that are awaiting delivery from resulting from a procurement shall be placing in a “pending” status and resumed when the item is available.
- Speed to Assign Work Order / Service Request will be completed < 1 business day 85% of the time.
- Initial Response to the Customer (e.g. Email, Phone, IM) for Work Order / Service Request will be processed <3 days 85% of the time.
- Service Request resulting from a Computer Emergency Response Team (CERT) Tasking. The Vendor must coordinate, manage, implement, track and support all CERT issued guidance in the timeframes specified in the messages, estimate 20 per year. Preliminary analysis must be completed within 48 hours of receipt and posted in the appropriate tracking system as determined by the Government. If a Plan of action and milestones (POAM) is warranted, it must be submitted to the Government 5 working days prior to the due date unless otherwise specified in the CERT Tasking.
- Utilize approved automated systems to remotely deploy applicable software upgrades, patches, and mandated DLA CERT tasking's.
- Remediate scan result findings as required.

1.3.3.4 Software Support. The vendor shall provide software support:

- Provide software integration, identification of products to meet customers' requirements current and future.
- Provide technical support, software installation and configuration.
- Augment support for releases/upgrades/patches, configuration, troubleshooting and resolution for various software packages.
- Provide feedback to Application Developers regarding COTS/GOTS software code or software defects.

1.3.3.5 Device wiping and restoration. The vendor shall wipe and/ or restore to working order IT equipment where practical. Devices that have been designated to be no longer useable or to be disposed of shall be wiped of data in conformance with DLA and DoD standards. (Estimate 1690 per year)

1.3.3.6 Asset Management. At sites without a formal asset management team, the vendor shall provide asset management functions including management of shelf stock, shipping and Return Merchandise Authorization (RMA) services as needed for the locations identified in this document. The vendor will be required to keep inventory records current in the DLA Inventory Tracking and Management (ITAM) system. For sites with formal asset management team members, the contractor shall only be required to assist in prepping items for shipment or final disposition to include cleaning and wiping of data. Sites that require the vendor to provide full asset management support will be identified in the site location attachment. At these non-prime locations, the vendor shall provide minimal asset management support to include maintaining a minimal stockpile of spare equipment to support the on-site customer as directed by DLA Asset Management (J64). This support includes asset accountability, storage and issue tracking. The vendor will not be expected to complete annual wall-to-wall inventories.

New Cumberland has Asset Management
Susquehanna has Asset Management
Philadelphia has Asset Management

1.3.3.7 Installations, Moves, Adds, Changes (IMAC). The vendor shall be responsible for coordination and the physical execution of Installations / Moves / Adds / Changes (IMACs). One IMAC should include a workstation, monitor and peripherals associated with an individual, where applicable. One IMAC should also contain the removal, storage, and subsequent replacement of such equipment during office furniture modification, and other applicable events, and operational verification once finished. Regardless of the date of the IMAC submission and prescribed date, the Vendor shall have at a minimum 5 days to complete the service request. If the IMAC is submitted greater than 5 days before the prescribed date, the prescribed date shall be adhered to for completing the service request.

1.3.3.8 Technology Refresh. The vendor shall plan for technology refreshes as determined by the government. The vendor shall anticipate, plan, and augment staff appropriately for technology refreshes. The vendor shall ensure user data is safeguarded and properly secured during device replacements or refreshes. The vendor shall plan for a 20% replacement per year. Surges may be required for upgrades to technology or operating systems.

1.3.3.9 Mobile Devices. The vendor shall provide sustainment support and the installation, configuration and maintenance of the DLA-Wide Mobile Device services, to include, but not limited to:

- Manage, maintain, support, troubleshoot and optimize mobile solution presently in place while making suggestions and adjustments to future needs. Keep pace with new products and enhancements to mobile technology.
- Assist the government in providing technical reviews for mobile computing devices.
- Respond to user requests for service and/or information for their mobile device needs.
- Deploy enterprise applications and software for mobile devices, to include wireless air cards, access points and Operating system updates.
- Train end users on mobile device technology
- Assist with the deployment of security and device management policies

1.3.3.10 Special Needs Support. The vendor shall provide technical support and assistance for users with special needs (less than 1% of total users listed in this region). This support includes work such as requests for hardware/software to support persons with disabilities. Examples include but are not limited to: ZoomText, JAWS, Dragon software, Sorensen/Z5 video phones, tablets or other type of video enabled devices.

1.3.3.11 Ancillary Services. The vendor may be required to augment other DLA vendor/service areas to include but not limited to: installation / removal of hardware components, installing patch cables and / or power cycling of devices.

1.3.4 DLA Information Operations Enterprise Initiatives

There are or may be many DLA Information Operations initiatives underway to update, consolidate, and/or streamline IT operations and capabilities across the DLA enterprise. The Contractor shall participate in meetings and discussions and provide technical expertise/recommendations and support for these initiatives as requested by the government. The Contractor shall also provide support in the deployment of these initiatives. Note: Should any contractor participation pose itself as a potential conflict of interest, the contractor shall notify the contracting officer immediately for review and a determination.

1.3.5 Mobile Computing Support and Administration

DLA uses mobile computing within their operating environments; these items include, but are not limited to; Handheld PCs (scan device), Tablets and Tablet PCs. These devices may run a variety of mobile operating systems, including Android OS, Windows Mobile OS, Apple's iOS, and even genuine existing Windows desktop OS. DLA J6 has the responsibility for program management of all mobile computing devices used by DLA users.

Throughout this initiative, the government will be responsible for fielding questions from the DLA enterprise to determine requirements and ensure that there is a standardized solution set. The Contractor shall provide end-to-end service and support for mobile computing devices and infrastructure to include administration, configuration, troubleshooting, maintenance, technical support, software deployment and coordination with external support resources.

The Contractor shall provide hardware and software technical support and administration for all mobile computing devices; this will include the operating systems identified above. Specific device support in the way of hardware, software or device drivers shall be supported by the contractor.

The Contractor shall:

- Assist the Government in market research for new and replacement systems for mobile computing devices.
- Assist the Government in providing technical reviews for mobile computing devices, including validating operating systems and hardware to meet DOD security requirements.
- Install and configure mobile devices to the government's specifications.
- Provide software deployment to mobile devices at the direction of the government.
- Provide troubleshooting and technical support to end-user on mobile devices.
- Provide support, in conjunction with vendor provided support, for all mobile computing devices.
- Provide training for mobile devices to users.

1.3.6 Wireless Device Administration

The Contractor shall provide local telecommunications technical support and administration for commercial mobile telecommunications and mobile devices to include but not limited to, cell phones, air cards, MIFI, iPhones, and iPads. This technical support shall be provided to all applicable DLA users within the area of this PWS, and remote users when applicable. Coordinate with the government as needed with the COR/COTR for telephony services. Support includes international services for deployed personnel as well as additional support for other DLA locations as determined by the Government.

The Contractor shall:

- Assist the Government in obtaining quotes for procurement of new and replacement systems for cell phones, air cards, MIFI, iPhones, iPad and/or current DLA mobile device hardware/services.
- Assist the Government in providing technical reviews for mobile telephony services and hardware requirements.
- Provide support, in conjunction with vendor provided support (e.g. Sprint, Verizon, at&t, etc.), for all wireless devices.

1.3.7 Application Administration

The Contractor is responsible for application support of COTS applications as determined by the Government. The Contractor shall also work with the Government on enterprise application initiatives. A sampling of approved applications and software to be supported within our environment can be found in the DLA IT Solutions Document on eWorkplace.

1.3.8 Problem Identification and Resolution

Contractor shall respond to Government requirements in a professional and timely manner; they shall complete work fully and on-time, with no rework, within the due dates/timeframes specified. Attachment 1 – List of sites identifies the current breakdown of IT Incidents and service requests (work orders) by site. This information is provided as work

estimates only. The contractor shall be responsible for identifying and bidding specific workload. They should expect the number of incidents and service requests to fluctuate +/- 10 percent per year.

Tickets shall be recorded and tracked from cradle-to-grave in the DLA ITSM trouble-ticket application. Work will fall under two main categories: Incidents and Service Requests (Work Orders)/Tasks.

1.3.8.1 Incidents. An Incident is often referred to as a “break/fix.” As the term “break/fix” suggests, an incident is used when a user(s) requests support, delivery, information, and/or advice as a result of a failure/degradation in IT equipment/infrastructure. The contractor shall manage incidents using DLA standard operating procedures and within the timeframes required by this contract. The contractor shall verify problem resolution with the customer prior to ticket closure.

In addition to capturing all of the workload, the Contractor shall contribute to a problem resolution knowledge base to assist in resolving problems.

The Contractor shall research the problem, determine cause, and recommend corrective action. Problem reports shall be recorded, tracked, and resolutions entered into the DLA provided problem tracking system.

1.3.8.2 Service Requests (Work Orders)/Tasks. Work orders/Tasks are generally for standard services when a user(s) requests support, delivery, information, and/or a device which are not a result of a failure/degradation in IT equipment/infrastructure. Work order requests will describe the work to be performed/accomplished, as well as designate the date the work is to be accomplished. If a due date is not specified in the work order request, standard Service Requests timeframes apply.

If the work requested by the user/Government requires support/service(s) to be performed by more than one functional area (i.e. LAN, EUS, Telecom, etc.), tasks shall be utilized within the current ticketing system. In this situation, the work order would capture the overall work to be performed and individual tasks would be created for each functional area to perform their respective duties/work to accomplish the requested work. The level of criticality placed on a work order/task is not predictive of a specific due date. The criticality is an evaluation of the work to be performed relating to the respective ESA and/or functional areas’ missions; classification will be either “Routine,” or “Priority.” The Contractor shall anticipate projects that are highly critical to the respective ESA and/or functional areas’ mission(s) but may take several days/weeks to accomplish and vice versa.

All actions in response to work orders/tasks shall be documented within the work order/task resolution field(s).

1.3.9 LOCATION UNIQUE TASKS

N/A

1.3.10 Transition Period

1.3.10.1 The vendor recognizes that the services under this contract are vital to the government and must be continued without interruptions and that, upon contract expiration, a successor, either the government or another vendor, may continue them. The vendor agrees to exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor. No additional compensation will be allowed for this period.

1.3.10.2 The transition period shall not exceed 30 days in which the Follow-on vendor shall gradually assume workload as defined in their transition plan. The follow-on vendor shall be responsible for all work and all pending work on the first day following the transition period. The KO will determine the start of the phase-in period by issuing a “Notice to

Proceed”.

1.3.10.3 The follow-on vendor or government shall assume full operational responsibility for all tasks upon successful completion of all phase-in tasks and approval by KO or the DLA J6 COR/ ACOR. When operational responsibilities are assumed, follow-on vendor shall immediately begin operations in accordance with the PWS requirements.

1.3.10.4 The follow-on vendor shall provide a Transition Plan to include a Staffing Plan as part of the proposal. The approved transition plan of the successful offeror will be incorporated into and become part of the resulting contract.

1.3.10.5 At a minimum, the following data/documentation/information shall be provided by the vendor to the transition Contractor and the Government during the transition period:

- Local POC information at all sites (name/address/phone numbers)
- All process standard operating procedures (SOPs) and supporting documentation used and/or developed by the Contractor from all areas
- Current status of all open incidents and work orders
- Tokens, RSA devices or other access control tools shall be returned to the government at end of contract

1.3.10.6 Phase-out services will be handled in accordance with FAR 52.237-3, Continuity of Services.

1.3.11 Transition Plan

The Contractor shall provide a written plan for the transition of services from the incumbent Contractor to the transition Contractor to perform all IT Operations actions required. The finalized Transition Plan shall be provided at time of contract award and shall describe all transition requirements/personnel provided by the Contractor to execute the transfer of knowledge, as well as processes and schedule. During the transition phase, the Contractor shall provide weekly transition progress reports. The Contractor shall submit all written plans, updates and progress reports electronically to the Government.

1.3.12 Staffing Plan

The contractor shall provide a staffing plan that includes listings of key personnel, identified locations where on-site contractor staff will be located, with contractor quantities. Contractor personnel identified on this contract shall have and maintain their required DoD 8570 security and industry competency certifications prior to starting work as part of this contract.

1.3.13 Training

The Contractor shall provide fully trained, certified, and experienced IT personnel. Training of Contractor personnel shall be performed by the Contractor at the Contractor's own expense with the exception of government proprietary deemed mandatory training for all personnel.

The Government will not authorize training for Contractor employees to attend seminars, Symposia, or User Group Conferences, unless certified by the Contractor and the DLA agency/organization that attendance is mandatory for continued performance of the contract's technical requirements. When training is authorized by the CO or COR in writing under the conditions set forth above, the Government will reimburse the Contractor for tuition, travel, and per diem, as required.

Training at Government expense will not be authorized for replacement personnel or for the purpose of keeping Contractor personnel abreast of advances in the state-of-the-art or for training Contractor employees on equipment, computer languages, or computer operating systems that are available on the commercial market.

Dates, times, locations and the selection of training service providers are at the sole and exclusive discretion of the Government.

1.4 Travel

Travel will be required under this contract. The contractor shall be expected to travel to other DLA or remote sites to repair/replace equipment and provide on-site IT support to customers in the field. The majority of travel will be accomplished over a short duration (1-5 days); site visits may be required as authorized by the Government. Long term travel, defined as any travel exceeding a cumulative 90 days for an individual during the contract year, is not anticipated. Travel expensed to the government shall be approved by the government prior to execution.

1.4.1 Travel Requests

When Government directed travel is requested, the contractor travel, regardless of distance or duration, must be approved by the CO/COR prior to travel. Upon receipt of a COTR-approved work order (including purpose, location, and POC information), the contractor shall prepare a travel estimate in accordance with the Federal Travel Regulations (FTR) and submit the estimate via email to the COR for final approval.

1.4.2 Travel Claims

When Government directed travel is required, all travel and travel-related expenses (per diem, airfare, transportation, etc.) shall be accomplished on a cost-reimbursement basis and will be conducted in accordance with the FTR and FAR 31.205-46. Additionally, it is non-fee bearing and shall only be allowed up to the limits of the FTR/FAR. The Contractor shall be required to submit travel receipts for reimbursement as outlined by the FTR. When required, the most reasonable means of ground transportation (i.e., POV, taxi, bus, car rental) shall also be used. Contractors cannot use GSA city pair contracts. The airfare shall be the prevailing rates for commercial airlines at tourist class.

1.4.3 Trip Reports

The contractor shall prepare trip reports for each trip. The trip report shall be submitted to the COR five business days after the conclusion of the trip and shall include the following:

- Purpose
- Outcome of benefits to the organization
- Actions emanating
- Travel Dates
- Location
- Names of all attendees/travelers
- If applicable, any deviation to the trip/travel arrangements unforeseen at the time the travel request(s) was accepted by the COR.
- Point of contact information: name, phone number, email

1.5 Furnished Equipment and Information

1.5.1 Government Furnished Equipment (GFE)

The government will provide all necessary office space and furniture, computer hardware and software, office supplies, telephone and voice mail, access to printers and copiers, and email access to assigned vendor personnel when required in direct support of this contract.

1.5.2 Contractor Furnished Equipment

The vendor shall provide all equipment, supplies, transportation, tools, materials and other items/services to include a cell phone for after-hours/emergency/24 hr contact.

The vendor shall provide safety equipment while performing hazardous duties in both the office and warehouse environments. The required safety equipment may include, but is not limited to, safety shoes, glasses, harness, and lanyard.

The vendor shall provide vehicles to be used for the transportation of vendor personnel and government IT equipment to various buildings within the designated location(s), or between locations listed in this contract. Vendor-furnished vehicles and operators shall meet all applicable licensing, insurance, registration, local environmental and safety requirements.

1.6 Period of Performance

The period of performance for the resulting contract will be a 12 month base period with two 12 month option periods.

The Base Period of the contract is in keeping with the planned regional implementation schedule. The base period will have multiple sites with staggered starts and a common end period. The option periods will all have the same anticipated start and stop dates as shown below:

Northeast Region

<u>Base Period:</u>	<u>3/28/2017-3/27/2018</u>
Susquehanna	3/28/2017-3/27/2018
Philadelphia	3/28/2017-3/27/2018
New Cumberland	8/1/2017-3/27/2018

Option Year 1: 3/28/2018 – 3/27/2019

Option Year 2: 3/27/2019 – 3/27/2020

1.7 Place of Performance

The primary duty locations for this contract are in the Defense Logistics Agency (DLA) sites listed in Attachment 1. The Contractor shall provide support for all DLA users and approved contractors and visitors assigned to the identified locations within this region to include assisting Medical Telework users (less than 1% of users listed in this region) at their homes, as directed by this contract and the government. As part of the contractor's proposal and staffing plan the contractor shall provide a listing of what locations they will provide on-site support and what locations they will support using primarily remote assistance.

1.7.1 Hours of Operation

Primary Period of Service (PPS) is defined as 0600 – 1800 (6:00 am – 6:00 pm), Monday – Friday except nationally recognized holidays. At a minimum, the contractor shall provide a staff of qualified technicians during the hours of 6:00 AM (0600) through 6:00 PM (1800) local Time, Monday through Friday, Federal Holidays excluded, unless specified

differently in Task Order.

The Contractor shall provide on-call support on a 24-hour a day, 7-day a week basis for resolving VIP hardware and software problems or providing other emergency support. Contact will be via contractor established processes from the EHD, Information Technology Operations Center (ITOC) or COR/COTR. The contractor shall respond to VIP support issues as required in the established performance metrics. For other emergency situations, the contractor shall respond via telephone within 30 minutes of initial contact, and if requested shall have response personnel on-site within 1 hour of initial contact.

24X7 on call support occurs, on average, less than 1% of the performance hours under the contract.

1.7.2 Facility Closures. Delayed opening (due to inclement weather, etc.) or closure, employees whose primary duty location is at the identified location are not to report to work until the designated opening time. They cannot come to work prior to the announced opening time, unless they are clearly and officially designated mission essential. Mission essential areas will be specified in the contract.

1.8 Deliverable Information

Deliverables shall be provided in the format specified by the Government, which can include reports, spreadsheets, tables, and/or charts. The Contractor shall provide all deliverables to the COR or COTR as designated by the government as noted in Attachment 2 of this PWS. The government may require the contractor to post the deliverables in a collaboration site provided by the government. When a deliverable is posted, it shall show the date/time that it was originally posted as well as date/time and version history if a modification to the deliverable is made.

The contractor shall provide all deliverables as described in Attachment 2 of this PWS.

1.8.1 Quality Assurance Surveillance Plan (QASP)

The QASP identifies the methods the government will use to measure performance of the service provider against the requirements and performance standards of the PWS. The QASP consists of guidelines for performance surveillance, evaluation, reporting, deficiency notification and adjustments. Deliverables and performance measures are examples of some of the elements that will be associated with quality assurance review, consideration, and evaluation.

1.8.2 Acceptance of Deliverables

The Contractor shall submit quality technical documentation, analysis, deliverables, and reports; they will not be acceptable if they require two (2) or more revisions or resubmissions per deliverable.

The procedure for the inspection and acceptance of initial deliverables is as follows:

- The Government will have five (5) business days from the day the draft deliverable is received to review and provide comments, written acceptance, and/or change requests, if any, to the Contractor to either approve or disapprove the deliverable.
- Upon receipt of the Government comments, the Contractor shall have five (5) business days to rectify the situation/incorporate any change(s) and resubmit the deliverable to the Government. No response from the Government within five (5) business days constitutes acceptance.
- Deliverables will be considered “unacceptable” if they require two (2) or more revisions or resubmissions per deliverable.

1.8.2.1 Performance Measurement Report

The Contractor shall provide a weekly performance report that recaps End User metrics for the previous week. It shall reflect each measureable function, metric name, objective, and actual result for the following areas:

- Total Workload
 - Total Tickets: incidents opened, incidents closed, work orders opened, work orders closed, tasks opened, and tasks closed
- End User Resolution: average time to resolve for each ticket category
- CERTs/POAMs: Number of CERTs received quantity that were/were not applicable, number completed in the requested timeframe; quantity of POAMs generated, number completed in the reporting period, as well as the number outstanding.

1.8.3 Performance Metrics: Please see **Attachment 3** for Performance Metric Information

1.9 Performance Review and Payment

1.9.1 Purpose of Measures

Performance measures will be used to assess the Contractor's performance under this contract issued in order to determine whether the Contractor is performing at acceptable levels in order to apply disincentives/incentives to contract payments. Payments will be comprised of the base amount plus a disincentive/incentive component.

The Government will make objective and subjective assessments of the Contractor's performance to determine whether contract performance is acceptable. The Contractor is expected to perform all functions in a professional manner and prepare accurate and timely documentation. Progress will be tracked based on the milestone event when the Contractor receives a specific tasking. Performance may vary with the complexity of the acquisition and/or technical document. The number of completed actions will be balanced against the quality of this output. It is expected that the documentation and procedures will comply with all major regulatory and process requirements and agency policies and procedures.

1.9.2 Performance Measurements

The performance measurements under this contract shall be based on timeliness and quality of the work and deliverables provided by the Contractor under the contract. These measurements are defined as:

- **Timeliness** – The completion of tasks and/or the submission of deliverables within the schedule set forth by the government during the performance of the contract.
- **Quality** – The quality of work completed under the resulting tasks will be measured based on the Government's determination of the validity, accuracy, clarity and usefulness of a deliverable or if the work performance met the expected outcomes as was communicated to the Contractor by the government.

Performance measurement metrics – The vendor’s performance will be monitored by the DLA J6 COR/ACOR/COTRs for each TO using one or more of the following methods of surveillance: random sampling, 100% inspection, and customer feedback. The vendor shall perform at full performance; a 100% expected quality- and timeliness- level applies (i.e. meets or exceeds the requirements, no customer complaints). The vendor is paid 100% of monthly invoice if they meet this requirement. These findings will be the basis for the amount paid for the task for that month. The tasks will be rated on the performance of the vendor on the timeliness and quality of the services provided using the adjectival ratings for each criterion as shown below. For any rating less than “Good,” the KO will review the performance documentation and make the final determination for the rating.

Below are the Performance Standards that will be used in evaluating performance in determining the amount of the payment owed to the vendor. Performance standards and ratings are designed to determine if performance exceeds, meets, or does not meet a given metric and acceptable quality level. The performance will be rated by the DLA J6 COR/ACOR/COTR prior to payment. These findings will be the basis for the amount paid for that period. Note: The application of these performance ratings or failure of the government to apply these performance ratings does not waive any of the government’s rights to damages under this contract. The following overall ratings shall be used:

Good	Performance meets or exceeds contract requirements in terms of timeliness and quality. The DLA J6 COR/ACOR recommends and the KO will make a determination to pay the contract 100% of the invoice amount.
Fair	Performance meets contract requirements with either only minor performance issues or minor timeliness issues. The performance or timeliness issues do not adversely impact the mission of the Agency. The DLA J6 COR/ACOR recommends and the KO will make a determination to pay the vendor 90% of the invoice amount.
Poor	Performance narrowly meets contract requirements by at least one of the following: bordering on unacceptability in terms of or quality of performance, bordering on unacceptability in terms of timeliness, or potentially having an adverse impact on the mission of the Agency. DLA J6 COR/ACOR recommends and the KO will make a determination to pay the vendor 80% of the invoice amount.
Unacceptable	Performance has been at a less than acceptable level in terms of timeliness or quality. Possible issues include, but are not limited to: missed milestones, low quality documents requiring multiple reviews and rewrites, significant or serious complaints submitted by the customers, documents that do not comply with acquisition or policy regulations, or one or more cure notices have been issued. Payment will be withheld pending resolution of cure notice(s). Termination for default or cause may result.

The ratings, as described in the table above, will be based on the performance of the vendor on the timeliness and quality of the services provided using the rating scale for each criterion as shown below.

	Quality
Good	Meets or exceeds contract requirements in terms of quality of work performed.
Fair	Performance meets contract requirements with only minor issues and the issues do not adversely impact the mission of the Agency.
Poor	Performance narrowly meets contract requirements and either borders on unacceptability in terms of quality, or adverse impact on the mission of the Agency is possible.
Unacceptable	Quality of performance has been at a less than acceptable level. Possible issues include, but are not limited to: low quality documents requiring multiple reviews and rewrites, significant or serious complaints submitted by the customers, documents that did not comply with acquisition or policy regulations or one or more cure notices have been issued by the KO.

	Timeliness
Good	Meets or exceeds contract requirements in terms of timeliness of delivery.
Fair	Minor timeliness issues that do not adversely impact the mission of the Agency.
Poor	Timeliness issues that are not minor or borders on unacceptability. Adverse impact on the mission of the Agency is possible.
Unacceptable	Vendor failed to meet the timeliness requirements. Possible issues include, but are not limited to; one or more deliverables not submitted on time or missed milestones. One or more cure notices may have been issued by the KO.

Disincentives are applied for 90%, 80% or 0% performance as follows:

100% = 100% payment

90% = -10% disincentive against monthly invoice

80% = -20% disincentive against monthly invoice

0% = No payment will be made until issues are satisfactorily resolved. Retroactive payments will not be made.

1.9.2.1 Requirements Summary

Performance measures will be used to assess the vendor's performance under each task order which is awarded against the resultant BPA in order to determine whether the vendor is performing at expected levels in order to allow for 100% payment.

The government will make objective and subjective assessments of the vendor's performance to determine whether contract performance is acceptable. The vendor is expected to perform all functions in a professional manner and prepare accurate and timely documentation. Progress will be tracked based on the milestone event when the vendor receives a specific tasking. Performance may vary with the complexity of the acquisition or technical document. It is expected that the documentation and procedures will comply with all major regulatory and process requirements and agency policies and procedures.

1.9.3.2 Method of Surveillance

The method of surveillance that the government will use to ensure quality assurance and timeliness of all tasks may include, but not be limited to any of the following: random sampling, 100% inspection, and customer feedback. The government will inspect and evaluate performance of each completed task or deliverable required in the PWS.

1.9.3.3 Surveillance Schedule/Staff

The specified checks and measures will be completed on daily, weekly and monthly schedules depending on the tasks. Specific surveillance schedules for tasks will be designated in TOs.

The surveillance staff has three components:

- Contracting Officer (KO): The primary function of the KO, with regard to the surveillance activity, is to authorize changes to the PWS. The KO is responsible for ensuring the completion of all work in accordance with the PWS. The KO will rely on the DLA J6 COR/ ACOR to provide information and

recommendations.

- Contracting Officer's Representative (COR) or Alternate Contracting Officer's Representative (ACOR): The primary function of the COR or ACOR is to review the COTR's performance ratings and provide feedback to the KO as necessary. If required, the DLA J6 COR or ACOR will solicit feedback from the customer regarding the quality of the work performed.
- DLA J6 Contracting Officer's Technical Representative (COTR): The DLA J6 COTR's responsibility is to monitor and inspect, report, and make recommendations to the COR regarding the quality of vendor work performed, or not performed.

1.9.4 Service Level Agreements (SLAs)

The government reserves the right to use SLAs as a form of measurement in the QASP. SLAs will be identified within the QASP. The following is an example of one SLA that may be used: High/ Critical priority Incidents will be resolved within 4 PPS business hours 98% of the time

1.10 Personnel

The offeror's Management Proposal shall include a personnel plan that includes a matrix listing of all personnel of both the offeror and, where appropriate, the offeror's subsidiaries and subcontractors; their government-related experience, of these personnel to the contract.

1.10.1 Personnel Qualifications

Contractor personnel shall have technical skills, security clearance level and experiences applicable to this engagement. All contractor personnel shall be fluent in speaking, reading, and writing English.

1.10.2 Personnel & Labor Categories

The Contractor shall propose its number of personnel, appropriate labor categories and hours that correspond to the performance of all tasks. Specialized experience for the below key personnel is specified in the following paragraphs. The specialized experiences listed below are minimal requirements for this PWS.

1.10.3 Key Personnel Minimum Requirements.

Key Personnel – Fixed-Price Service Contracts.

(a) Certain skilled, experienced, professional and/or technical personnel are essential for successful accomplishment of the work to be performed under this contract. These are defined as "Key Personnel" and are those persons whose resumes (See Enclosure 2 "Resume Template") were submitted as part of the technical/business proposal for evaluation. The Contractor agrees to use said key personnel during the performance of this contract and that they shall not be removed from the contract work or replaced unless authorized in accordance with this clause.

(b) The Contractor shall not substitute key personnel assigned to perform work under this contract without the prior approval of the Contracting Officer. Requests for approval of substitutions shall be in writing and shall provide a detailed explanation of the circumstances necessitating the proposed substitutions. The request shall contain a complete resume for the proposed substitute, and any other information requested or needed by the Contracting Officer to approve or disapprove the request. Proposed substitutes shall have qualifications that are equal to or higher than the key personnel being replaced. The Contracting Officer or his/her authorized representative shall evaluate such requests and promptly notify the Contractor in writing whether the proposed substitution is acceptable.

(c) If the Contracting Officer determines that suitable and timely replacement of key personnel who have been reassigned, terminated or have otherwise become unavailable for the contract work is not reasonably forthcoming, or the resultant substitution would be so substantial as to impair the successful completion of the contract or the delivery order in accordance with the proposal accepted by the Government at time of contract award, the Contracting Officer may

(1) Terminate the contract for default or for the convenience of the Government, as appropriate, or

(2) If the Contracting Officer finds the Contractor at fault for the condition, equitably adjust the contract price downward to compensate the Government for any resultant delay, loss or damage.

(d) The provisions of this clause shall be fully applicable to any subcontract which may be entered into.

1.10.4 Key Personnel Requirements

If any of the key personnel, for whatever reason, becomes, or is expected to become, unavailable for the work under this contract for a continuous period exceeding thirty (30) work days, or is expected to devote substantially less effort to the work than indicated in the proposal or initially anticipated, the Contractor shall immediately notify the Contracting Officer and shall, subject to the concurrence of the Contracting Officer or his/her authorized representative, promptly replace such personnel with personnel of at least equal ability and qualifications.

The Contractor agrees that during the first 120 days of the contract performance period, no key personnel substitutions or additions shall be performed unless such substitutions or additions are necessitated by an individual's sudden illness, death, termination of employment or other event beyond the control of the Contractor or the individual. If any of these events occur the Contractor shall promptly notify the Contracting Officer. After the initial 120 day period, proposed substitutions/additions of key personnel must be submitted in writing to the Contracting Officer (or via the Contracting Officer's authorized representative, if one has been appointed) at least 30 days in advance, in accordance with H.3.5 below, of the proposed substitution or addition.

Any addition and/or substitution of key personnel assigned to this contract must be approved prior to being assigned to work under this contract. Any proposed key personnel assigned to a task prior to approval shall work at the sole risk of the Contractor and may not be reimbursed by the Government.

Requests for approval of additions and/or substitutions shall be in writing and shall provide a detailed explanation of the circumstances necessitating the proposed addition or substitution. The request must contain a complete resume for the proposed additions and/or substitution and any other information requested by the Contracting Officer or his/her authorized representative to evaluate and render a decision on the request. The personnel offered for substitution must have qualifications that are equal to or greater than the key personnel they are being substituted for. The Contractor shall be promptly notified, in writing, of the Contracting Officer's or his/her authorized representative decision whether the proposed substitution is acceptable.

The Contractor shall, provide key personnel who meet the minimum requirements set forth in Attachment 5.

1.11 Section 508 Accessibility Standards

All electronic and information technology (EIT) procured through this contract shall meet the applicable accessibility standards at 365 CFR 1194. 365 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at:

<http://www.section508.gov>

For all EIT products and/or services supported under this contract, the contractor shall analyze and present to the Government in a Product Accessibility Report the potential accessibility challenges presented by the product and

recommendations for solving them. These recommendations shall incorporate market research into the availability of COTS products that could be used to make these items accessible to persons with disabilities. Further, the proposed solution shall indicate where full details of compliance demonstration can be found (e.g., vendor's web site or other exact location).

Upon receipt of Government approval of a specific accessibility solution, the contractor shall incorporate this accessibility solution into any applicable documentation related to that system and implement the accessibility solution when the system is implemented.

1.12 Manpower Reporting Requirements

1.12.1 The contractor shall report ALL contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for Defense Logistics Agency via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>.

1.12.2 Reporting inputs will be the labor executed during the period of performance during each Government fiscal year (FY), which runs from October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2014. Contractors may direct questions to the help desk at help desk at <http://www.ecmra.mil/>.

SECTION 2: SECURITY REQUIREMENTS

2.1 Security Requirements

DLA requires that all Contractor personnel, assigned to this project shall have attained a favorable outcome to the designated IT investigative requirement assigned to each labor classification and be available to initiate work immediately upon delivery order award.

DOD 5200.2-R, DOD Personnel Security Program, requires DOD, military, civilian personnel, as well as DOD consultants and Contractor personnel, who perform work on sensitive, IT to be assigned to positions which are designated at one of three sensitivity levels (IT-1, IT-2, IT-3) based on the actions or tasks to be performed. These designations equate to Critical Sensitive, Non-Critical Sensitive, and Non-Sensitive for government employees. The Contractor shall assure that individuals assigned to the following positions, as determined by the Government, have completed the appropriate forms (i.e. Standard Form 86) and obtained the proper eligibility as required by DOD 5200.2.

LAN, Telecommunications, Mid-Tier, SCCM, Configuration Management, ITOC	IT-I	Single Scope Background Investigation (SSBI)
Wireless Devices Administration, End User Support, Program Management Office, AV/VTC/SV	IT-II	National Agency Check Investigation with Law and Credit Checks (NACLC)
Asset Inventory, LAN and email access only	IT-III	National Agency Check with Written Inquiries (NACI)

For IT-I, IT-II, and IT-III positions, the required investigation shall be completed or a waiver signed prior to the assignment of individuals to sensitive duties associated with DLA Intelligence at 8725 John J Kingman Rd, Fort Belvoir, VA 22060. The provisions outlined above apply to the prime contractor and any subcontractors the prime contractor may employ during the course of this contract. In lieu of the correct investigations being completed when contract employees start, a waiver may be submitted if no issues exist within the OPM SF86 e-QIP Questionnaire for Public Trust Positions. The Contractor shall have the OPM SF86 e-QIP forms filled out, with any other requirements (fingerprints taken and, if required, an OF306), and reviewed by DLA Intelligence before officially hiring any Contractor employee into IT positions. Foreign Nationals cannot be waived and will require a full investigation and adjudication and will be restricted in duties to the limitations set forth in DODI 8500.2, Information Assurance, and Table E3.T1.

DLA retains the right to request removal of Contractor personnel, regardless of prior clearance or adjudication status, whose actions, while assigned to this contract, clearly conflict with the interest of the Government. The reason for removal shall be documented in writing by the Contracting Officer. When and if such removal occurs, the Contractor shall within a two to four week timeframe, assign qualified personnel to vacancy(s) thus created regardless of whether the individual was in a key- or non-key personnel position.

Performance of this PWS may require the Contractor (or subcontractor) to access data and information proprietary to the Government Agency or of such a nature that its dissemination or use, other than in the performance of this PWS, would be adverse to the interest of the Government or others. The Contractor shall not divulge or release data or information developed or obtained in the performance of this PWS except to authorized government personnel or upon written approval of the Contracting Officer.

The contract employee shall complete the following form (revised DLA Form 1728). The coordination through the company and DLA Intelligence shall be through a single point of contact (POC) which may be a federal employee in at least a Noncritical Sensitive position or a contractor eligible for IT-2 duties.

The Contractor will not use, disclose, or reproduce proprietary data, which bears a restrictive legend, other than as required in the performance of this PWS. The limitations above do not apply to data or information, which has been made public by the Government. Further, this provision does not preclude the use of any data independently acquired by the Contractor without such limitations or prohibit an agreement at no cost to the Government between the Contractor and the data owner, which provides for greater rights to the Contractor.

Contractor personnel visiting any government facility in conjunction with this contract shall be subject to the Standards of Conduct applicable to Government employees. Site-specific regulations regarding access to classified or sensitive materials, computer facility access, issue of security badges, etc. will be provided by the Government as required. The Contractor shall forward their employee clearance information to the DLA Intelligence at 8725 John J Kingman Rd, Fort Belvoir, VA 22060 or via JPAS (SMO: G500005). The provisions outlined above apply to the prime Contractor and any subcontractors the prime Contractor may employ during the course of this contract. No Contractor personnel performing sensitive duties shall be allowed to commence work on this effort until his or her trustworthiness has been favorably adjudicated.

The Contractor shall notify the CO, the COTR and the Program Management Office (PMO) in writing, within 24 hours, when for reasons of personnel resignations, reassignments, terminations or completion of portions of the contract, named Contractor personnel no longer require access to Government ITs.

All products produced and associated work papers are to be considered the property of the Government.

The PWS will be in accordance with the C2 Level of Trust as identified in DLAR 5200.17, Security Requirement for Automated Information and Telecommunications Systems along with DOD5200.28, DOD Trusted Computer System Evaluation Criteria. This information is from 252.239-7001 from the solicitation provisions and contract clause of the DFAR:

- (a) The Contractor will ensure that personnel accessing information systems have the proper and current IA certification to perform IA functions in accordance with DOD 8570.01-M, Information Assurance Workforce

Improvement Program. The Contractor shall meet the applicable IA certification requirements, including –

- (1) DOD-approved IA workforce certifications appropriate for each category and level as listed in the current version of DOD 8570.01-M; and
 - (2) Appropriate operating system certification for IA technical positions as required by DOD 8570.01-M.
- (b) Upon request by the Government, the Contractor shall provide documentation supporting the IA certification status of personnel performing IA functions.
- (c) Contractor personnel who do not have proper and current certifications shall be denied access to DOD information systems for the purpose of performing IA functions.

2.2 DOD 8570.01-M, Information Assurance Workforce Improvement Program

The DOD 8570.01-M, Information Assurance Workforce Improvement Program, requires training and certification for IA duties performed. All contract employees performing IA functions shall meet the requirements in accordance with DOD/DLA guidance. Additionally, all contract employees shall be certified in operating systems on any system on which System Administration duties are performed; refer to C3.2.4.8.3 for further guidance. Proof of certification shall be provided before Privileged access is granted; this includes, but is not limited to, system administration access, network administration access, router/switch access, firewall access, and IDS access. All documentation required for security certification will be maintained by both the Contractor and the Government. All contract employees will have acquired the necessary certification requirements, per the DOD 8570.1, throughout the entire period of performance of the contract requirements. These certification requirements are not based on position title; they are based on duties. Refer to **Attachment 4**, 8570.01-M Certification Matrix.

2.3 Clearance Requirements for Contractors Requiring Access to Classified Systems

Secret clearances are required for this contract. Costs associated with obtaining and maintaining a security clearance will be incurred by the contractor. Contractors shall achieve and maintain an active Secret clearance through their Facility Security Officer (FSO) at their respective Contractor facility under the requirements of the DOD 5220.2-M, National Industrial Security Operating Manual (NISPOM) as specified below. The FSO will input the security clearance information into JPAS (Joint Personnel Adjudication System). Notification of this clearance must be validated by the government via JPAS. Any clearance activation or deactivation information will also be forwarded by the FSO to the COR and the DLA Intelligence, Fort Belvoir, VA office. All documentation required for security certification will be the responsibility of the Contractor and the client organization.

At a minimum, all key personnel are required to have a Secret clearance at the start of the contract.

2.4 Common Access Card (CAC)

The Homeland Security Presidential Directive 12 dated 27 August 2004 has established criteria for vendors who require a CAC for either physical access to a U.S. government controlled installation or access to government IT systems.

The vendor shall provide the DLA J6 COR/ACOR a roster of all personnel, to include those requiring access to restricted or controlled access areas no later than 15 calendar days prior to contract full performance start date or at contract award whichever is sooner.

The roster shall include each employee's full legal name, Social Security Number (SSN) and Date of Birth (DOB) email

address, security clearance level and date of last investigation, if applicable; identification card number, if assigned; branch or section, if applicable.

The vendor shall provide updates to the roster at least five working days prior to the date of required access for new employees and within one day for employees whose employment has been terminated and for employees who no longer requires access to restricted or controlled access areas.

Vendor personnel shall obtain and possess a DOD CAC, and an Access ID Badge or electronic key cards, if required for their position.

The DLA J6 COR/ACOR or designated POC will provide and maintain electronic key cards for the security access system. The electronic key card allows access to specific controlled areas of the facilities. The DLA J6 COR/ACOR or designated POC will approve and provide the electronic key cards to the vendor for access to the facilities.

2.4.1 The vendor shall safeguard CAC, Access ID Badges, and electronic key cards furnished to them. Vendor personnel shall not share CAC, Access ID Badges, and electronic key cards. Each vendor employee shall wear the CAC and Access ID Badge conspicuously on his or her outer clothing above the waist at all times while working on the installation. Personnel may be challenged and removed from the work area or denied access to the host installation if the CAC and Access ID Badge are not worn.

2.4.2 In the event that a vendor employee damages or loses his or her CAC, Access ID Badges, or electronic key cards, the vendor shall report the lost or damaged CAC, Access ID Badges, or electronic key cards within two working hours of damage or loss to the DLA J6 COR/ACOR who will arrange for a replacement CAC, Access ID Badges, or electronic key cards. The government will issue the vendor employee a temporary Access ID Badge to be used for an eight to ten working day waiting period until a new permanent Access ID Badge is issued.

2.4.3 The vendor shall return all government-furnished CAC, Access ID Badges, electronic key cards, and any other government issued passes, e.g., vehicle pass, to the KO or DLA J6 COR/ACOR within 24 hours of the completion of the contract or upon termination of an individual's employment, whichever comes first. Vendor personnel failing to return their CAC, Access ID Badges, and electronic key cards are subject to criminal charges under United States Code (USC) Title 18, Chapter 1, Section 499 and 701

Deliverables: Restricted or controlled access roster

2.4 FAR 52.224-2 Privacy Act (Apr 1984)

The Contractor will be required to design, develop, or operate a system of records on individuals, to accomplish an agency function subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties.

2.5 FAR 52.224-2 Privacy Act (Apr 1984)

(a) The Contractor agrees to --

(1) Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development, or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies --

(i) The systems of records; and

- (ii) The design, development, or operation work that the contractor is to perform;
- (2) Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract and in every subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the redesign, development, or operation of a system of records on individuals that is subject to the Act; and
- (3) Include this clause, including this subparagraph (3), in all subcontracts awarded under this contract, which requires the design, development, or operation of such a system of records.
- (b) In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor is considered to be an employee of the agency.
- (c)
- (1) "Operation of a system of records," as used in this clause, means performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.
- (2) "Record," as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person's name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.
- (3) "System of records on individuals," as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

2.5 Personally Identifiable Information (PII)

Per Federal Acquisition Regulation (FAR) 52.224-1, Privacy Act Notification (Apr 1984), the Contractor shall be required to design, develop, or operate a system of records on individuals, to accomplish an agency function subject to the Privacy Act of 1974, Public Law 93-579, December 31, 1974 (5 U.S.C. 552a) and applicable agency regulations. Violation of the Act may involve the imposition of criminal penalties.

Per FAR 52.224-2, Privacy Act (Apr 1984), the Contractor agrees to:

- Comply with the Privacy Act of 1974 (the Act) and the agency rules and regulations issued under the Act in the design, development or operation of any system of records on individuals to accomplish an agency function when the contract specifically identifies:
 - The systems or records; and
 - The design, development or operation work that the Contractor is to perform
- Include the Privacy Act notification contained in this contract in every solicitation and resulting subcontract awarded without a solicitation, when the work statement in the proposed subcontract requires the design, development or operation of a system of records on individuals that is subject to the Act; and
- Include the clauses, in the following three subparagraphs, in all subcontracts awarded under this contract which requires the design, development, or operation of such a system of records.

In the event of violations of the Act, a civil action may be brought against the agency involved when the violation concerns the design, development, or operation of a system of records on individuals to accomplish an agency function, and

criminal penalties may be imposed upon the officers or employees of the agency when the violation concerns the operation of a system of records on individuals to accomplish an agency function. For the purposes of the Act, when the contract is for the operation of a system of records on individuals to accomplish an agency function, the Contractor is considered to be an employee of the agency.

The term “operation of a system of records” as used in this clause, means the performance of any of the activities associated with maintaining the system of records, including the collection, use, and dissemination of records.

The term “record” as used in this clause, means any item, collection, or grouping of information about an individual that is maintained by an agency, including, but not limited to, education, financial transactions, medical history, and criminal or employment history and that contains the person’s name, or the identifying number, symbol, or other identifying particular assigned to the individual, such as a fingerprint or voiceprint or a photograph.

The term “system of records on individuals” as used in this clause, means a group of any records under the control of any agency from which information is retrieved by the name of the individual or by some identifying number, symbol, or other identifying particular assigned to the individual.

Per FAR 52.204-9, Personal Identity Verification of Contractor Personnel (Nov 2006), the Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, as amended and Federal Information Processing Standards Publication (FIPS PUB) Number 201, as amended. The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system.

2.6 Data Use, Disclosure of Information and Handling of Sensitive Information

The Contractor shall maintain, transmit, retain in strictest confidence, and prevent the unauthorized duplication, use, and disclosure of information. The Contractor shall provide information only to employees, Contractors and subcontractors having a need to know such information in the performance of their duties for this PWS. Information made available to the Contractor by the Government for the performance or administration of this effort shall be used only for those purposes and shall not be used in any other way without written agreement of the Contracting Officer. Contractor personnel will be required to sign a non-disclosure statement.

If proprietary information is provided to the Contractor for use in performance or administration of this effort, the Contractor except with the written permission of the Contracting Officer may not use such information for any other purpose. If the Contractor is uncertain about the availability or proposed use of information provided for the performance or administration, the Contractor shall consult with the COR regarding use of that information for other purposes.

2.7 Proprietary Data

Performance of this PWS may require the contractor (or subcontractor) to access data and information proprietary to the Government Agency or of such a nature that is dissemination or use, other than in the performance of this PWS, would be adverse to the interest of the Government or others. The contractor shall not divulge or release data or information developed or obtained in the performance of this PWS except to authorize government personnel or upon written approval of the Contracting Officer. The contractor shall not use, disclose, or reproduce proprietary data, which bears a restrictive legend, other than as required in the performance of this PWS. The limitations above do not apply to data or information, which has been made public by the Government. Further, this provision does preclude the use of data independently acquired by the contractor without such limitations or prohibit an agreement at no cost to the Government between the contractor and the data owner, which provides for greater rights to the contractor.

Contractor personnel visiting government facilities in conjunction with this contract shall be subject to the Standards of

Conduct applicable to Government employees while at the Government sites. Site-specific regulations regarding access to classified or sensitive materials, computer facility access, issue of security badges shall be provided.

Personnel and subcontractors assigned to this project may require access to classified information or proprietary data on DOD or DLA computer applications. Ownership of Intellectual Property: All products, source code, technical data, collected and/or created by the contractor at the direction of the Government throughout the life of this contract shall remain the sole property of the Government. Any unauthorized use of this Government Property may result in punitive actions.

The PWS shall be in accordance with the C2 Level of Trust as identified in DLAR 5200.17 Security Requirement Automated information and Telecommunications System along with DOD 52000.18 Department of Defense Trusted Computer Evaluation Criteria.

2.8 DFARS 252.239-7001 INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION (JAN 2008)

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DoD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including –

- (1) DoD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DoD 8570.01-M; and
- (2) Appropriate operating system certification for information assurance technical positions as required by DoD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DoD information systems for the purpose of performing information assurance functions.

2.9 DFARS 52.204-9 -- PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)

(a) The Contractor shall comply with agency personal identity verification procedures identified in the contract that implement Homeland Security Presidential Directive-12 (HSPD-12), Office of Management and Budget (OMB) guidance M-05-24, and Federal Information Processing Standards Publication (FIPS PUB) Number 201.

(b) The Contractor shall account for all forms of Government-provided identification issued to the Contractor employees in connection with performance under this contract. The Contractor shall return such identification to the issuing agency at the earliest of any of the following, unless otherwise determined by the Government;

- (1) When no longer needed for contract performance.
- (2) Upon completion of the Contractor employee's employment.
- (3) Upon contract completion or termination.

(c) The Contracting Officer may delay final payment under a contract if the Contractor fails to comply with these requirements.

(d) The Contractor shall insert the substance of clause, including this paragraph (d), in all subcontracts when the subcontractor's employees are required to have routine physical access to a Federally-controlled facility and/or routine access to a Federally-controlled information system. It shall be the responsibility of the prime Contractor to return such identification to the issuing agency in accordance with the terms set forth in paragraph (b) of this section, unless otherwise approved in writing by the Contracting Officer.

2.10 DLAD 52.204-9000 Contractor Personnel Security Requirements (JUL 2015)

(a) Work to be performed under this contract or task order may, in full or in part, be performed at the Defense Logistics Agency (DLA) Headquarters (HQ), DLA field activity office(s), or other Federally-controlled facilities. Prior to beginning work on a contract, DLA requires all Contractor personnel working on the Federally-controlled facility to have, at a minimum, an initiated National Agency Check with Written Inquiries (NACI) or NACI equivalent and favorable completion of a Federal Bureau of Investigation (FBI) fingerprint check.

(b) Additionally, in accordance with Department of Defense (DoD) Regulation 5200.2-R, Personnel Security Programs, and DLA Issuance 4314, Personnel Security Program, all DoD Contractor personnel who have access to Federally-controlled information systems must be assigned to positions which are designated at one of three information technology (IT) levels, each requiring a certain level of investigation and clearance, as follows:

- (1) IT-I for an IT position requiring a single scope background investigation (SSBI) or SSBI equivalent;
- (2) IT-II for an IT position requiring a National Agency check with Law and Credit (NACLC) or NACLC equivalent; and
- (3) IT-III for an IT position requiring a NACI or equivalent.

Note: IT levels will be designated according to the criteria in DoD 5200.2-R.

(c) Previously completed security investigations may be accepted by the Government in lieu of new investigations if determined by the DLA Intelligence Personnel Security Office to be essentially equivalent in scope to the contract requirements. The length of time elapsed since the previous investigation will also be considered in determining whether a new investigation is warranted. To assist the Government in making this determination, the Contractor must provide the following information to the respective DLA Intelligence Personnel Security Office immediately upon receipt of the contract. This information must be provided for each Contractor employee who will perform work on a Federally-controlled facility and/or will require access to Federally-controlled information systems:

- (1) Full name, with middle name, as applicable, with social security number;
- (2) Citizenship status with date and place of birth;

(3) Proof of the individual's favorably adjudicated background investigation or NACI, consisting of identification of the type of investigation performed, date of the favorable adjudication, name of the agency that made the favorable adjudication, and name of the agency that performed the investigation;

(4) Company name, address, phone and fax numbers with email address;

(5) Location of on-site workstation or phone number if off-site (if known by the time of award); and

(6) Delivery order or contract number and expiration date; and name of the Contracting Officer.

(d) The Contracting Officer will ensure that the Contractor is notified as soon as a determination is made by the assigned or cognizant DLA Intelligence Personnel Security Office regarding acceptance of the previous investigation and clearance level.

(1) If a new investigation is deemed necessary, the Contractor and Contracting Officer will be notified by the respective DLA Personnel Security Office after appropriate checks in DoD databases have been made.

(2) If the Contractor employee requires access to classified information and currently does not have the appropriate clearance level and/or an active security clearance, the DLA Intelligence Personnel Security Office will relay this information to the Contractor and Contracting Officer for further action. Investigations for Contractor employees requiring access to classified information must be initiated by the Contractor Facility Security Officer (FSO).

(3) The Contracting Officer will ensure that the respective DLA Intelligence Personnel Security Office initiates investigations for Contractor employees not requiring access to classified information (i.e., IT or unescorted entry).

(4) It is the Contractor's responsibility to ensure that adequate information is provided and that each Contractor employee completes the appropriate paperwork, as required either by the Contracting Officer or the DLA Intelligence Personnel Security Office, in order to begin the investigation process for the required clearance level.

(e) The Contractor is responsible for ensuring that each Contractor employee assigned to the position has the appropriate security clearance level.

(f) The Contractor shall submit each request for IT access and investigation through the Contracting Officer to the assigned or cognizant DLA Intelligence Personnel Security Office. Requests shall include the following information and/or documentation:

(1) Standard Form (SF) 85, Questionnaire for Non-Sensitive Positions, or the SF 86, Questionnaire for National Security Positions (see note below);

(2) Proof of citizenship (i.e., an original or a certified copy of a birth certificate, passport, or naturalization certificate); and

(3) Form FD-258, Fingerprint Card (however, fingerprinting can be performed by the cognizant DLA Intelligence Personnel Security Office).

(Note to (f)(1) above: An investigation request is facilitated through use of the SF 85 or the SF 86. These forms with instructions as well as the Optional Form (OF) 306, Declaration for Federal Employment, which is required with submission of the SF85 or SF 86, are available at the Office of Personnel Management's (OPM) system called Electronic –Questionnaires for Investigations Processing (e-QIP). Hard copies of the SF85 and SF86 are available at OPM's web-site, www.opm.gov, but hard copies of the forms are not accepted.)

(g) Required documentation, listed above in paragraphs (f) (1) through (3), must be provided by the Contractor as directed by the Contracting Officer to the cognizant DLA Intelligence Personnel Security Office at the time of fingerprinting or prior to the DLA Intelligence Personnel Security Office releasing the investigation to OPM.

(h) Upon completion of the NACI, NACLC, SSBI, or other sufficient, appropriate investigation, the results of the investigation will be forwarded by OPM to the appropriate adjudication facility for eligibility determination or the DLA Intelligence Personnel Security Office for review and determination regarding the applicant's suitability to occupy an unescorted entry position in performance of the DLA contract. Contractor personnel shall not commence work on this effort until the investigation has been favorably adjudicated or the Contractor employee has been waived into the position pending completion of adjudication. The DLA Intelligence Personnel Security Office will ensure that results of investigations will be sent by OPM to the Department of Defense, Consolidated Adjudications Facility (DoD CAF) or DLA Intelligence Personnel Security Office.

(i) A waiver for IT level positions to allow assignment of an individual Contractor employee to commence work prior to completion of the investigation may be granted in emergency situations when it is determined that a delay would be harmful to national security. A request for waiver will be considered only after the Government is in receipt of the individual Contractor employee's completed forms, the background investigation has been initiated and favorable FBI fingerprint check has been conducted. The request for a waiver must be approved by the Commander/Director or Deputy Commander/Director of the site. The cognizant DLA Intelligence Personnel Security Office reserves the right to determine whether a waiver request will be forwarded for processing. The individual Contractor employee for which the waiver is being requested may not be assigned to a position, that is, physically work at the Federally-controlled facility and/or be granted access to Federally-controlled information systems, until the waiver has been approved.

(j) The requirements of this clause apply to the prime Contractor and any subcontractors the prime Contractor may employ during the course of this contract, as well as any temporary employees that may be hired by the Contractor. The Government retains the right to request removal of Contractor personnel, regardless of prior clearance or adjudication status whose actions, while assigned to this contract, who are determined by the Contracting Officer to conflict with the interests of the Government. If such removal occurs, the Contractor shall assign qualified personnel, with the required investigation, to any vacancy.

(k) All Contractor personnel who are granted access to Government and/or Federally-controlled information systems shall observe all local automated information system (AIS) security policies and procedures. Violations of local AIS security policy, such as password sharing, performing personal work, file access violations, or browsing files outside the scope of the contract, will result in removal of the Contractor employee from Government property and referral to the Contractor for appropriate disciplinary action. Actions taken by the Contractor in response to a violation will be evaluated and will be reflected in the Contractor's performance assessment for use in making future source selection decisions. In addition, based on the nature and extent of any violations of AIS security policy, the Government will consider whether it needs to pursue any other actions under the contract such as a possible termination.

(l) The Contractor may also be required to obtain a Common Access Card (CAC) or Installation Access Badge for each Contractor employee in accordance with procedures established by DLA. When a CAC is required, the Contracting Officer will ensure that the Contractor follows the requirements of Homeland Security Presidential Directive 12 and any other CAC-related requirements in the contract. The Contractor shall provide, on a monthly basis, a listing of all personnel working under the contract that have CACs.

(m) Contractor personnel must additionally receive operations security (OPSEC) and information security (INFOSEC) awareness training. The DLA annual OPSEC refresher training and DLA annual INFOSEC training will satisfy these requirements and are available through the DLA Intelligence Office.

(n) When a Contractor employee who has been granted a clearance is removed from the contract, the Contractor shall provide an appropriately trained substitute who has met or will meet the investigative requirements of this clause. The substitute may not begin work on the contract without written documentation, signed by the Contracting Officer, stating that the new Contractor employee has met one of the criteria set forth in paragraphs (c), (d), or (i) of this clause, (i.e., acceptance of a previously completed security investigation, satisfactory completion of a new investigation, or a waiver allowing work to begin pending completion of an investigation). Contractor individual employees removed from this contract as a result of a violation of local AIS security policy are removed for the duration of the contract.

(o) The following shall be completed for every employee of the Government Contractor working on this contract upon contract expiration. Additionally, the Contractor shall notify the contracting officer immediately in writing whenever a Contractor employee working on this contract resigns, is reassigned, is terminated or no longer requires admittance to the Federally-controlled facility or access to Federally-controlled information systems. When the Contractor employee departs, the Contractor will relay departure information to the cognizant DLA Intelligence Personnel Security Office and the Trusted Agent (TA) that entered the individual into the Trusted Associated Sponsorship System (TASS), so appropriate databases can be updated. The Contractor will ensure each departed employee has completed the DLA J6 Out-Processing Checklist, when applicable, for the necessary security briefing, has returned any Government-furnished equipment, returned the DoD CAC and DLA (or equivalent Installation) badge, returned any DoD or DLA vehicle decal, and requested deletion of local area network account with a prepared Department of Defense (DD) Form 2875. The Contractor will be responsible for any costs involved for failure to complete the out-processing, including recovery of Government property and investigation involved.

(p) These Contractor security requirements do not excuse the Contractor from meeting the delivery schedule/performance requirements set forth in the contract, or waive the delivery schedule/performance requirements in any way. The Contractor shall meet the required delivery schedule/performance requirements unless the contracting officer grants a waiver or extension.

(q) The Contractor shall not bill for personnel, who are not working on the contract while that Contractor employee's clearance investigation is pending.

2.11 Other

4.11.1 Safety. In May 2009, DLA announced to improve its approach to safety and health at all installations and initiated the U.S. Department of Labor, Occupational Safety and Health Administration's (OSHA) Voluntary Protection Program (VPP). VPP is a program that assists organizations in continuing to improve safety and occupational health program excellence. VPP is based on the sustained safety excellence programs that are already in place. Under VPP, management, labor, and OSHA establish cooperative relationships at workplaces that have implemented a comprehensive safety and

health management system. SP are to be aware of VPP policies in performing their work and/or gaining access to an installation. More information on VPP may be found at: <http://www.osha.gov/dcsp/vpp/index.html>.

SECTION 3: CLAUSES

CLAUSE NUMBER

TITLE/DATE

CONTRACT CLAUSES INCORPORATED BY REFERENCE:

THE CLAUSES LISTED BELOW ARE INCORPORATED BY REFERENCE WITH THE SAME FORCE AND EFFECT AS IF THEY WERE GIVEN IN FULL TEXT. UPON REQUEST, THE CONTRACTING OFFICER WILL MAKE THEIR FULL TEXT AVAILABLE. A CLAUSE WITH AN AUTHORIZED DEVIATION IS SO MARKED AFTER THE DATE OF THE CLAUSE. (Also, the full text of solicitation clauses and provisions may be accessed electronically at the following websites):

FAR, DFARS, DLAD, Clauses – <http://farsite.hill.af.mil/>

FAR 52.204-7	System for Award Management (Oct 2016)
FAR 52.204-9	Personal Identity Verification of Contractor (JAN 2011)
FAR 52.209-6	Protecting the Government's Interests When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (OCT 2015)
FAR 52.211-17	Delivery of Excess Quantities (SEP 1989)
FAR 52.222-3	Convict Labor (JUN 2003)
FAR 52.222-19	Child Labor – Cooperation with Authorities and Remedies (Oct 2016)
FAR 52.222-21	Prohibition of Segregated Facilities (APR 2015)
FAR 52.222-24	Pre-Award On Site Equal Opportunity Compliance Evaluation (FEB 1999)
FAR 52.222-26	Equal Opportunity (SEP 2016)
FAR 52.222-40	Notification of Employee Rights Under the National Labor Relations Act (DEC 2010)
FAR 52.223-5	Pollution Prevention and Right-to-Know Information (MAY 2011)
FAR 52.223-18	Encouraging Contractor Policies to Ban Text Messaging While Driving (AUG 2011)
FAR 52.224-1	Privacy Act Notification (APR 1984)
FAR 52.227-1	Authorization and Consent (DEC 2007)
FAR 52.227-2	Notice and Assistance Regarding Patent and Copyright Infringement (DEC 2007)
FAR 52.228-7	Insurance – Liability to Third Persons (MAR 1996)
FAR 52.232-17	Interest (MAY 2014)
FAR 52.232-20	Limitation of Cost (APR 1984)
FAR 52.237-2	Protection of Government Buildings, Equipment, and Vegetation (APR 1984)
FAR 52.237-3	Continuity of Services (JAN 1991)
FAR 52.242-1	Notice of Intent to Disallow Costs (APR 1984)
FAR 52.242-13	Bankruptcy (JULY 1995)
FAR 52.242-15	Stop-Work Order (AUG 1989)
FAR 52.243-5	Changes and Changed Conditions (APR 1984)
FAR 52.246-1	Contractor Inspection Requirements (APR 1984)
FAR 52.246-20	Warranty of Services (May 2001)
FAR 52.247-34	F.o.b. Destination (NOV 1991)
FAR 52.249-2	Termination for Convenience of the Government (Fixed Price) (APR 2012)
FAR 52.249-8	Default (Fixed-Price Supply and Service) (APR 1984)
FAR 52.249-14	Excusable Delays (APR 1984)
DFARS 252.201-7000	Contracting Officer's Representative (OCT 2016)

DFARS 252.203-7002	Requirement to Inform Employees of Whistleblower Rights (SEP 2013)
DFARS 252.204-7003	Control of Government Personnel Work Product (APR 1992)
DFARS 252.204-7004	Alternate A, System for Award Management (FEB 2014)
DFARS 252.204-7012	Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016)
DFARS 252.209-7004	Subcontracting with Firms That Are Owned or Controlled by the Government of a Terrorist Country (OCT 2015)
DFARS 252.225-7002	Qualifying Country Sources as Subcontractors (AUG 2016)
DFARS 252.227-7013	Rights in Technical Data – Noncommercial Items (Feb 2014)
DFARS 252.227-7014	Rights in Noncommercial Computer Software Documentation (Feb 2014)
DFARS 252.227-7015	Technical Data – Commercial Items (Feb 2014)
DFARS 252.227-7016	Rights in Bid or Proposal Information (Jan 2011)
DFARS 252.227-7017	Identification and Assertion of Use, Release, or Disclosure Restrictions (Jan 2011)
DFARS 252.227-7019	Validation of Asserted Restrictions – Computer Software (Sep 2016)
DFARS 252.227-7020	Rights in Special Works (Jun 1995)
DFARS 252.227-7021	Rights in Data – Existing Works (Mar 1979)
DFARS 252.227-7025	Limitations on the Use or Disclosure of Government-Furnished Information Marked with Restrictive Legends (May 2013)
DFARS 252.227-7027	Deferred Ordering of Technical Data or Computer Software (Apr 1988)
DFARS 252.227-7028	Technical Data or Computer Software Previously Delivered to the Government (Jun 1995)
DFARS 252.227-7030	Rights in Technical Data – Withholding of Payment (Mar 2000)
DFARS 252.227-7037	Validation of Restrictive Markings on Technical Data (Sep 2016)
DFARS 252.227-7039	Patents – Reporting of Subject Inventions (Apr 1990)
DFARS 252.232-7003	Electronic Submission of Payment Requests and Receiving Reports (Jun 2012)
DLAD 52.212-9001	Application of Fast Payment to Part 12 Acquisitions (Nov 2011)

CLAUSES INCORPORATED IN FULL TEXT:

The FAR provision, 52.212-2, Evaluation – Commercial Items, applies to this acquisition. The evaluation criterion for the technical proposal and price proposal is set forth in paragraph below.

- (vii) The FAR provision, 52.212-2, Evaluation – Commercial Items, applies to this acquisition. The evaluation criterion for the technical proposal and price proposal is set forth in paragraph below.

FAR 52.212-2 -- Evaluation -- Commercial Items. (Oct 2014)

(a) The Government will award a contract resulting from this solicitation to the responsible offeror whose offer conforming to the solicitation will be most advantageous to the Government, price and other factors considered. The following factors shall be used to evaluate offers:

- 1) Technical
Subfactors: Technical Approach
 Key Personnel
 Transition-In Plan
- 2) Past Performance

Technical and Past Performance, when combined, are Volume I.

(b) *Options.* The Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. The Government may determine that an offer is unacceptable if the option prices are significantly unbalanced. Evaluation of options shall not obligate the Government to exercise the option(s).

(c) A written notice of award or acceptance of an offer, mailed or otherwise furnished to the successful offeror within the time for acceptance specified in the offer, shall result in a binding contract without further action by either party. Before the offer's specified expiration time, the Government may accept an offer (or part of an offer), whether or not there are negotiations after its receipt, unless a written notice of withdrawal is received before award.

FAR 52.217-5 Evaluation of Options (Jul 1990)

Except when it is determined in accordance with FAR 17.206(b) not to be in the Government's best interests, the Government will evaluate offers for award purposes by adding the total price for all options to the total price for the basic requirement. Evaluation of options will not obligate the Government to exercise the option(s).

52.212-4 -- Contract Terms and Conditions -- Commercial Items (Jan 2017)

(a) *Inspection/Acceptance.* The Contractor shall only tender for acceptance those items that conform to the requirements of this contract. The Government reserves the right to inspect or test any supplies or services that have been tendered for acceptance. The Government may require repair or replacement of nonconforming supplies or reperformance of nonconforming services at no increase in contract price. If repair/replacement or reperformance will not correct the defects or is not possible, the government may seek an equitable price reduction or adequate consideration for acceptance of nonconforming supplies or services. The Government must exercise its post-acceptance rights --

(1) Within a reasonable time after the defect was discovered or should have been discovered; and

(2) Before any substantial change occurs in the condition of the item, unless the change is due to the defect in the item.

(b) *Assignment.* The Contractor or its assignee may assign its rights to receive payment due as a result of performance of this contract to a bank, trust company, or other financing institution, including any Federal lending agency in accordance with the Assignment of Claims Act (31 U.S.C.3727). However, when a third party makes payment (e.g., use of the Governmentwide commercial purchase card), the Contractor may not assign its rights to receive payment under this contract.

(c) *Changes.* Changes in the terms and conditions of this contract may be made only by written agreement of the parties.

(d) *Disputes.* This contract is subject to 41 U.S.C. chapter 71, Contract Disputes. Failure of the parties to this contract to reach agreement on any request for equitable adjustment, claim, appeal or action arising under or relating to this contract shall be a dispute to be resolved in accordance with the clause at FAR 52.233-1, Disputes, which is incorporated herein by reference. The Contractor shall proceed diligently with performance of this contract, pending final resolution of any dispute arising under the contract.

(e) *Definitions.* The clause at FAR 52.202-1, Definitions, is incorporated herein by reference.

(f) *Excusable delays.* The Contractor shall be liable for default unless nonperformance is caused by an occurrence beyond the reasonable control of the Contractor and without its fault or negligence such as, acts of God or the public enemy, acts of the Government in either its sovereign or contractual capacity, fires, floods, epidemics, quarantine restrictions, strikes, unusually severe weather, and delays of common carriers. The Contractor shall notify the Contracting Officer in writing as soon as it is reasonably possible after the commencement of any excusable delay, setting forth the full particulars in connection therewith, shall remedy such occurrence with all reasonable dispatch, and shall promptly give written notice to the Contracting Officer of the cessation of such occurrence.

(g) *Invoice.*

(1) The Contractor shall submit an original invoice and three copies (or electronic invoice, if authorized) to the address designated in the contract to receive invoices. An invoice must include --

(i) Name and address of the Contractor;

(ii) Invoice date and number;

(iii) Contract number, line item number and, if applicable, the order number;

(iv) Description, quantity, unit of measure, unit price and extended price of the items delivered;

(v) Shipping number and date of shipment, including the bill of lading number and weight of shipment if shipped on Government bill of lading;

(vi) Terms of any discount for prompt payment offered;

(vii) Name and address of official to whom payment is to be sent;

(viii) Name, title, and phone number of person to notify in event of defective invoice; and

(ix) Taxpayer Identification Number (TIN). The Contractor shall include its TIN on the invoice only if required elsewhere in this contract.

(x) Electronic funds transfer (EFT) banking information.

(A) The Contractor shall include EFT banking information on the invoice only if required elsewhere in this contract.

(B) If EFT banking information is not required to be on the invoice, in order for the invoice to be a proper invoice, the Contractor shall have submitted correct EFT banking information in accordance with the applicable solicitation provision, contract clause (*e.g.*, 52.232-33, Payment by Electronic Funds Transfer – System for Award Management, or 52.232-34, Payment by Electronic Funds Transfer – Other Than System for Award Management), or applicable agency procedures.

(C) EFT banking information is not required if the Government waived the requirement to pay by EFT.

(2) Invoices will be handled in accordance with the Prompt Payment Act (31 U.S.C. 3903) and Office of Management and Budget (OMB) prompt payment regulations at 5 CFR part 1315.

(h) *Patent indemnity.* The Contractor shall indemnify the Government and its officers, employees and agents against liability, including costs, for actual or alleged direct or contributory infringement of, or inducement to infringe, any United States or foreign patent, trademark or copyright, arising out of the performance of this contract, provided the Contractor is reasonably notified of such claims and proceedings.

(i) *Payment.*

(1) Items accepted. Payment shall be made for items accepted by the Government that have been delivered to the delivery destinations set forth in this contract.

(2) Prompt Payment. The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C. 3903) and prompt payment regulations at 5 CFR Part 1315.

(3) Electronic Funds Transfer (EFT). If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(4) *Discount*. In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date which appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(5) *Overpayments*. If the Contractor becomes aware of a duplicate contract financing or invoice payment or that the Government has otherwise overpaid on a contract financing or invoice payment, the Contractor shall –

(i) Remit the overpayment amount to the payment office cited in the contract along with a description of the overpayment including the –

(A) Circumstances of the overpayment (*e.g.*, duplicate payment, erroneous payment, liquidation errors, date(s) of overpayment);

(B) Affected contract number and delivery order number, if applicable;

(C) Affected line item or subline item, if applicable; and

(D) Contractor point of contact.

(ii) Provide a copy of the remittance and supporting documentation to the Contracting Officer.

(6) Interest.

(i) All amounts that become payable by the Contractor to the Government under this contract shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury as provided in 41 U.S.C. 7109, which is applicable to the period in which the amount becomes due, as provided in (i)(6)(v) of this clause, and then at the rate applicable for each six-month period at fixed by the Secretary until the amount is paid.

(ii) The Government may issue a demand for payment to the Contractor upon finding a debt is due under the contract.

(iii) Final decisions. The Contracting Officer will issue a final decision as required by 33.211 if –

(A) The Contracting Officer and the Contractor are unable to reach agreement on the existence or amount of a debt within 30 days;

(B) The Contractor fails to liquidate a debt previously demanded by the Contracting Officer within the timeline specified in the demand for payment unless the amounts were not repaid because the Contractor has requested an installment payment agreement; or

(C) The Contractor requests a deferment of collection on a debt previously demanded by the Contracting Officer (see 32.607-2).

(iv) If a demand for payment was previously issued for the debt, the demand for payment included in the final decision shall identify the same due date as the original demand for payment.

(v) Amounts shall be due at the earliest of the following dates:

(A) The date fixed under this contract.

(B) The date of the first written demand for payment, including any demand for payment resulting from a default termination.

(vi) The interest charge shall be computed for the actual number of calendar days involved beginning on the due date and ending on –

(A) The date on which the designated office receives payment from the Contractor;

(B) The date of issuance of a Government check to the Contractor from which an amount otherwise payable has been withheld as a credit against the contract debt; or

(C) The date on which an amount withheld and applied to the contract debt would otherwise have become payable to the Contractor.

(vii) The interest charge made under this clause may be reduced under the procedures prescribed in 32.608-2 of the Federal Acquisition Regulation in effect on the date of this contract.

(j) *Risk of loss.* Unless the contract specifically provides otherwise, risk of loss or damage to the supplies provided under this contract shall remain with the Contractor until, and shall pass to the Government upon:

(1) Delivery of the supplies to a carrier, if transportation is f.o.b. origin; or

(2) Delivery of the supplies to the Government at the destination specified in the contract, if transportation is f.o.b. destination.

(k) *Taxes.* The contract price includes all applicable Federal, State, and local taxes and duties.

(l) *Termination for the Government's convenience.* The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid a percentage of the contract price reflecting the percentage of the work performed prior to the notice of termination, plus reasonable charges the Contractor can demonstrate to the satisfaction of the Government using its standard record keeping system, have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred which reasonably could have been avoided.

(m) *Termination for cause.* The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon request, with adequate assurances of future performance. In the event of termination for cause, the Government shall not be liable to the Contractor for any amount for supplies or services not accepted, and the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

(n) *Title.* Unless specified elsewhere in this contract, title to items furnished under this contract shall pass to the Government upon acceptance, regardless of when or where the Government takes physical possession.

(o) *Warranty.* The Contractor warrants and implies that the items delivered hereunder are merchantable and fit for use for the particular purpose described in this contract.

(p) *Limitation of liability.* Except as otherwise provided by an express warranty, the Contractor will not be liable to the Government for consequential damages resulting from any defect or deficiencies in accepted items.

(q) *Other compliances.* The Contractor shall comply with all applicable Federal, State and local laws, executive orders, rules and regulations applicable to its performance under this contract.

(r) *Compliance with laws unique to Government contracts.* The Contractor agrees to comply with 31 U.S.C. 1352 relating to limitations on the use of appropriated funds to influence certain Federal contracts; 18 U.S.C. 431 relating to officials not to benefit; 40 U.S.C. chapter 37, Contract Work Hours and Safety Standards; 41 U.S.C. chapter 87, Kickbacks; 41 U.S.C. 4712 and 10 U.S.C. 2409 relating to whistleblower protections; 49 U.S.C. 40118, Fly American; and 41 U.S.C. chapter 21 relating to procurement integrity.

(s) *Order of precedence.* Any inconsistencies in this solicitation or contract shall be resolved by giving precedence in the following order:

- (1) The schedule of supplies/services.
- (2) The Assignments, Disputes, Payments, Invoice, Other Compliances, Compliance with Laws Unique to Government Contracts, and Unauthorized Obligations paragraphs of this clause.
- (3) The clause at 52.212-5.
- (4) Addenda to this solicitation or contract, including any license agreements for computer software.
- (5) Solicitation provisions if this is a solicitation.
- (6) Other paragraphs of this clause.
- (7) The Standard Form 1449.
- (8) Other documents, exhibits, and attachments.
- (9) The specification.

(t) System for Award Management (SAM).

(1) Unless exempted by an addendum to this contract, the Contractor is responsible during performance and through final payment of any contract for the accuracy and completeness of the data within the SAM database, and for any liability resulting from the Government's reliance on inaccurate or incomplete data. To remain registered in the SAM database after the initial registration, the Contractor is required to review and update on an annual basis from the date of initial registration or subsequent updates its information in the SAM database to ensure it is current, accurate and complete. Updating information in the SAM does not alter the terms and conditions of this contract and is not a substitute for a properly executed contractual document.

(2)

(i) If a Contractor has legally changed its business name, "doing business as" name, or division name (whichever is shown on the contract), or has transferred the assets used in performing the contract, but has not completed the necessary requirements regarding novation and change-of-name agreements in Subpart 42.12, the Contractor shall provide the responsible Contracting Officer a minimum of one business day's written notification of its intention to:

(A) Change the name in the SAM database;

(B) Comply with the requirements of Subpart 42.12 of the FAR;

(C) Agree in writing to the timeline and procedures specified by the responsible Contracting Officer. The Contractor must provide with the notification sufficient documentation to support the legally changed name.

(ii) If the Contractor fails to comply with the requirements of paragraph (t)(2)(i) of this clause, or fails to perform the agreement at paragraph (t)(2)(i)(C) of this clause, and, in the absence of a properly executed novation or change-of-name agreement, the SAM information that shows the Contractor to be other than the Contractor indicated in the contract will be considered to be incorrect information within the meaning of the "Suspension of Payment" paragraph of the electronic funds transfer (EFT) clause of this contract.

(3) The Contractor shall not change the name or address for EFT payments or manual payments, as appropriate, in the SAM record to reflect an assignee for the purpose of assignment of claims (see FAR Subpart 32.8, Assignment of Claims). Assignees shall be separately registered in the SAM database. Information provided to the Contractor's SAM record that indicates payments, including those made by EFT, to an ultimate recipient other than that Contractor will be considered to be incorrect information within the meaning of the "Suspension of payment" paragraph of the EFT clause of this contract.

(4) Offerors and Contractors may obtain information on registration and annual confirmation requirements via SAM accessed through <https://www.acquisition.gov>.

(u) Unauthorized Obligations.

(1) Except as stated in paragraph (u)(2) of this clause, when any supply or service acquired under this contract is subject to any End Use License Agreement (EULA), Terms of Service (TOS), or similar legal instrument or agreement, that includes any clause requiring the Government to indemnify the Contractor or any person or entity for damages, costs, fees, or any other loss or liability that would create an Anti-Deficiency Act violation (31 U.S.C. 1341), the following shall govern:

(i) Any such clause is unenforceable against the Government.

(ii) Neither the Government nor any Government authorized end user shall be deemed to have agreed to such clause by virtue of it appearing in the EULA, TOS, or similar legal instrument or agreement. If the EULA, TOS, or similar legal instrument or agreement is invoked through an "I agree" click box or other comparable mechanism (e.g., "click-wrap" or "browse-wrap" agreements), execution does not bind the Government or any Government authorized end user to such clause.

(iii) Any such clause is deemed to be stricken from the EULA, TOS, or similar legal instrument or agreement.

(2) Paragraph (u)(1) of this clause does not apply to indemnification by the Government that is expressly authorized by statute and specifically authorized under applicable agency regulations and procedures.

(v) *Incorporation by reference.* The Contractor's representations and certifications, including those completed electronically via the System for Award Management (SAM), are incorporated by reference into the contract.

Alternate I (JAN 2017) The following paragraphs apply only to the travel lines

(a) *Inspection/Acceptance.*

(1) The Government has the right to inspect and test all materials furnished and services performed under this contract, to the extent practicable at all places and times, including the period of performance, and in any event before acceptance. The Government may also inspect the plant or plants of the Contractor or any subcontractor engaged in contract performance. The Government will perform inspections and tests in a manner that will not unduly delay the work.

(2) If the Government performs inspection or tests on the premises of the Contractor or a subcontractor, the Contractor shall furnish and shall require subcontractors to furnish all reasonable facilities and assistance for the safe and convenient performance of these duties.

(3) Unless otherwise specified in the contract, the Government will accept or reject services and materials at the place of delivery as promptly as practicable after delivery, and they will be presumed accepted 60 days after the date of delivery, unless accepted earlier.

(4) At any time during contract performance, but not later than 6 months (or such other time as may be specified in the contract) after acceptance of the services or materials last delivered under this contract, the Government may require the Contractor to replace or correct services or materials that at time of delivery failed to meet contract requirements. Except as otherwise specified in paragraph (a)(6) of this clause, the cost of replacement or correction shall be determined under paragraph (i) of this clause, but the "hourly rate" for labor hours incurred in the replacement or correction shall be reduced to exclude that portion of the rate attributable to profit. Unless otherwise specified below, the portion of the "hourly rate" attributable to profit shall be 10 percent. The Contractor shall not tender for acceptance materials and services required to be replaced or corrected without disclosing the former requirement for replacement or correction, and, when required, shall disclose the corrective action taken. *[Insert portion of labor rate attributable to profit.]*

(5)

(i) If the Contractor fails to proceed with reasonable promptness to perform required replacement or correction, and if the replacement or correction can be performed within the ceiling price (or the ceiling price as increased by the Government), the Government may –

(A) By contract or otherwise, perform the replacement or correction, charge to the Contractor any increased cost, or deduct such increased cost from any amounts paid or due under this contract;
or

(B) Terminate this contract for cause.

(ii) Failure to agree to the amount of increased cost to be charged to the Contractor shall be a dispute under the Disputes clause of the contract.

(6) Notwithstanding paragraphs (a)(4) and (5) above, the Government may at any time require the Contractor to remedy by correction or replacement, without cost to the Government, any failure by the Contractor to comply with the requirements of this contract, if the failure is due to--

(i) Fraud, lack of good faith, or willful misconduct on the part of the Contractor's managerial personnel;
or

(ii) The conduct of one or more of the Contractor's employees selected or retained by the Contractor after any of the Contractor's managerial personnel has reasonable grounds to believe that the employee is habitually careless or unqualified.

(7) This clause applies in the same manner and to the same extent to corrected or replacement materials or services as to materials and services originally delivered under this contract.

(8) The Contractor has no obligation or liability under this contract to correct or replace materials and services that at time of delivery do not meet contract requirements, except as provided in this clause or as may be otherwise specified in the contract.

(9) Unless otherwise specified in the contract, the Contractor's obligation to correct or replace Government-furnished property shall be governed by the clause pertaining to Government property.

(e) Definitions.

(1) The clause at FAR 52.202-1, Definitions, is incorporated herein by reference. As used in this clause —

(i) *Direct materials* means those materials that enter directly into the end product, or that are used or consumed directly in connection with the furnishing of the end product or service.

(ii) *Hourly rate* means the rate(s) prescribed in the contract for payment for labor that meets the labor category qualifications of a labor category specified in the contract that are —

(A) Performed by the contractor;

(B) Performed by the subcontractors; or

(C) Transferred between divisions, subsidiaries, or affiliates of the contractor under a common control.

(iii) *Materials* means —

(A) Direct materials, including supplies transferred between divisions, subsidiaries, or affiliates of the contractor under a common control;

(B) Subcontracts for supplies and incidental services for which there is not a labor category specified in the contract;

(C) Other direct costs (e.g., incidental services for which there is not a labor category specified in the contract, travel, computer usage charges, etc.);

(D) The following subcontracts for services which are specifically excluded from the hourly rate: [Insert any subcontracts for services to be excluded from the hourly rates prescribed in the schedule.]; and

(E) Indirect costs specifically provided for in this clause.

(iv) *Subcontract* means any contract, as defined in FAR Subpart 2.1, entered into with a subcontractor to furnish supplies or services for performance of the prime contract or a subcontract including transfers

between divisions, subsidiaries, or affiliates of a contractor or subcontractor. It includes, but is not limited to, purchase orders, and changes and modifications to purchase orders.

(i) Payments.

(1) *Work performed.* The Government will pay the Contractor as follows upon the submission of commercial invoices approved by the Contracting Officer:

(i) Hourly rate.

(A) The amounts shall be computed by multiplying the appropriate hourly rates prescribed in the contract by the number of direct labor hours performed. Fractional parts of an hour shall be payable on a prorated basis.

(B) The rates shall be paid for all labor performed on the contract that meets the labor qualifications specified in the contract. Labor hours incurred to perform tasks for which labor qualifications were specified in the contract will not be paid to the extent the work is performed by individuals that do not meet the qualifications specified in the contract, unless specifically authorized by the Contracting Officer.

(C) Invoices may be submitted once each month (or at more frequent intervals, if approved by the Contracting Officer) to the Contracting Officer or the authorized representative.

(D) When requested by the Contracting Officer or the authorized representative, the Contractor shall substantiate invoices (including any subcontractor hours reimbursed at the hourly rate in the schedule) by evidence of actual payment, individual daily job timecards, records that verify the employees meet the qualifications for the labor categories specified in the contract, or other substantiation specified in the contract.

(E) Unless the Schedule prescribes otherwise, the hourly rates in the Schedule shall not be varied by virtue of the Contractor having performed work on an overtime basis.

(1) If no overtime rates are provided in the Schedule and the Contracting Officer approves overtime work in advance, overtime rates shall be negotiated.

(2) Failure to agree upon these overtime rates shall be treated as a dispute under the Disputes clause of this contract.

(3) If the Schedule provided rates for overtime, the premium portion of those rates will be reimbursable only to the extent the overtime is approved by the Contracting Officer.

(ii) Materials.

(A) If the Contractor furnishes materials that meet the definition of a commercial item at FAR 2.101, the price to be paid for such materials shall not exceed the Contractor's established catalog or market price, adjusted to reflect the--

(1) Quantities being acquired; and

(2) Any modifications necessary because of contract requirements.

(B) Except as provided for in paragraph (i)(1)(ii)(A) and (D)(2) of this clause, the Government will reimburse the Contractor the actual cost of materials (less any rebates, refunds, or discounts received by the contractor that are identifiable to the contract) provided the Contractor –

(1) Has made payments for materials in accordance with the terms and conditions of the agreement or invoice; or

(2) Makes these payments within 30 days of the submission of the Contractor's payment request to the Government and such payment is in accordance with the terms and conditions of the agreement or invoice.

(C) To the extent able, the Contractor shall –

(1) Obtain materials at the most advantageous prices available with due regard to securing prompt delivery of satisfactory materials; and

(2) Give credit to the Government for cash and trade discounts, rebates, scrap, commissions, and other amounts that are identifiable to the contract.

(D) *Other Costs.* Unless listed below, other direct and indirect costs will not be reimbursed.

(1) *Other direct Costs.* The Government will reimburse the Contractor on the basis of actual cost for the following, provided such costs comply with the requirements in paragraph (i)(1)(ii)(B) of this clause: [Insert each element of other direct costs (e.g., travel, computer usage charges, etc. Insert "None" if no reimbursement for other direct costs will be provided. If this is an indefinite delivery contract, the Contracting Officer may insert "Each order must list separately the elements of other direct charge(s) for that order or, if no reimbursement for other direct costs will be provided, insert 'None'."]

(2) *Indirect Costs (Material handling, Subcontract Administration, etc.).* The Government will reimburse the Contractor for indirect costs on a pro-rata basis over the period of contract performance at the following fixed price: [Insert a fixed amount for the indirect costs and payment schedule. Insert "\$0" if no fixed price reimbursement for indirect costs will be provided. (If this is an indefinite delivery contract, the Contracting Officer may insert "Each order must list separately the fixed amount for the indirect costs and payment schedule or, if no reimbursement for indirect costs, insert 'None'."]

(2) *Total cost.* It is estimated that the total cost to the Government for the performance of this contract shall not exceed the ceiling price set forth in the Schedule and the Contractor agrees to use its best efforts to perform the work specified in the Schedule and all obligations under this contract within such ceiling price. If at any time the Contractor has reason to believe that the hourly rate payments and material costs that will accrue in performing this contract in the next succeeding 30 days, if added to all other payments and costs previously accrued, will exceed 85 percent of the ceiling price in the Schedule, the Contractor shall notify the Contracting Officer giving a revised estimate of the total price to the Government for performing this contract with supporting reasons and documentation. If at any time during the performance of this contract, the Contractor has reason to believe that the total price to the Government for performing this contract will be substantially greater or less than the then stated ceiling price, the Contractor shall so notify the Contracting Officer, giving a revised estimate of the total price for performing this contract, with supporting reasons and documentation. If at any time during performance of this contract, the Government has reason to believe that the work to be required in performing this contract will be substantially greater or less than the stated ceiling price, the Contracting Officer will so advise the Contractor, giving the then revised estimate of the total amount of effort to be required under the contract.

(3) *Ceiling price.* The Government will not be obligated to pay the Contractor any amount in excess of the ceiling price in the Schedule, and the Contractor shall not be obligated to continue performance if to do so would exceed the ceiling price set forth in the Schedule, unless and until the Contracting Officer notifies the contractor in writing that the ceiling price has been increased and specifies in the notice a revised ceiling that shall constitute the ceiling price for performance under this contract. When and to the extent that the ceiling price set forth in the Schedule has been increased, any hours expended and material costs incurred by the Contractor in excess of the ceiling price before the increase shall be allowable to the same extent as if the hours expended and material costs had been incurred after the increase in the ceiling price.

(4) *Access to records.* At any time before final payment under this contract, the Contracting Officer (or authorized representative) will have access to the following (access shall be limited to the listing below unless otherwise agreed to by the Contractor and the Contracting Officer):

(i) Records that verify that the employees whose time has been included in any invoice met the qualifications for the labor categories specified in the contract.

(ii) For labor hours (including any subcontractor hours reimbursed at the hourly rate in the schedule), when timecards are required as substantiation for payment –

(A) The original timecards (paper-based or electronic);

(B) The Contractor's timekeeping procedures;

(C) Contractor records that show the distribution of labor between jobs or contracts; and

(D) Employees whose time has been included in any invoice for the purpose of verifying that these employees have worked the hours shown on the invoices.

(iii) For material and subcontract costs that are reimbursed on the basis of actual cost –

(A) Any invoices or subcontract agreements substantiating material costs; and

(B) Any documents supporting payment of those invoices.

(5) *Overpayments/Underpayments.* Each payment previously made shall be subject to reduction to the extent of amounts, on preceding invoices, that are found by the Contracting Officer not to have been properly payable and shall also be subject to reduction for overpayments or to increase for underpayments. The Contractor shall promptly pay any such reduction within 30 days unless the parties agree otherwise. The Government within 30 days will pay any such increases, unless the parties agree otherwise. The Contractor's payment will be made by check. If the Contractor becomes aware of a duplicate invoice payment or that the Government has otherwise overpaid on an invoice payment, the Contractor shall –

(i) Remit the overpayment amount to the payment office cited in the contract along with a description of the overpayment including the –

(A) Circumstances of the overpayment (*e.g.*, duplicate payment, erroneous payment, liquidation errors, date(s) of overpayment);

(B) Affected contract number and delivery order number, if applicable;

(C) Affected line item or subline item, if applicable; and

(D) Contractor point of contact.

(ii) Provide a copy of the remittance and supporting documentation to the Contracting Officer.

(6)

(i) All amounts that become payable by the Contractor to the Government under this contract shall bear simple interest from the date due until paid unless paid within 30 days of becoming due. The interest rate shall be the interest rate established by the Secretary of the Treasury, as provided in 41 U.S.C. 7109, which is applicable to the period in which the amount becomes due, and then at the rate applicable for each six month period as established by the Secretary until the amount is paid.

(ii) The Government may issue a demand for payment to the Contractor upon finding a debt is due under the contract.

(iii) Final Decisions. The Contracting Officer will issue a final decision as required by 33.211 if –

(A) The Contracting Officer and the Contractor are unable to reach agreement on the existence or amount of a debt in a timely manner;

(B) The Contractor fails to liquidate a debt previously demanded by the Contracting Officer within the timeline specified in the demand for payment unless the amounts were not repaid because the Contractor has requested an installment payment agreement; or

(C) The Contractor requests a deferment of collection on a debt previously demanded by the Contracting Officer (see FAR 32.60702).

(iv) If a demand for payment was previously issued for the debt, the demand for payment included in the final decision shall identify the same due date as the original demand for payment.

(v) Amounts shall be due at the earliest of the following dates:

(A) The date fixed under this contract.

(B) The date of the first written demand for payment, including any demand for payment resulting from a default termination.

(vi) The interest charge shall be computed for the actual number of calendar days involved beginning on the due date and ending on –

(A) The date on which the designated office receives payment from the Contractor;

(B) The date of issuance of a Government check to the Contractor from which an amount otherwise payable has been withheld as a credit against the contract debt; or

(C) The date on which an amount withheld and applied to the contract debt would otherwise have become payable to the Contractor.

(vii) The interest charge made under this clause may be reduced under the procedures prescribed in 32.608-2 of the Federal Acquisition Regulation in effect on the date of this contract.

(viii) Upon receipt and approval of the invoice designated by the Contractor as the "completion invoice" and supporting documentation, and upon compliance by the Contractor with all terms of this contract, any outstanding balances will be paid within 30 days unless the parties agree otherwise. The completion invoice, and supporting documentation, shall be submitted by the Contractor as promptly as practicable following completion of the work under this contract, but in no event later than 1 year (or such longer period as the Contracting Officer may approve in writing) from the date of completion.

(7) *Release of claims.* The Contractor, and each assignee under an assignment entered into under this contract and in effect at the time of final payment under this contract, shall execute and deliver, at the time of and as a condition precedent to final payment under this contract, a release discharging the Government, its officers, agents, and employees of and from all liabilities, obligations, and claims arising out of or under this contract, subject only to the following exceptions.

(i) Specified claims in stated amounts, or in estimated amounts if the amounts are not susceptible to exact statement by the Contractor.

(ii) Claims, together with reasonable incidental expenses, based upon the liabilities of the Contractor to third parties arising out of performing this contract, that are not known to the Contractor on the date of the execution of the release, and of which the Contractor gives notice in writing to the Contracting Officer not more than 6 years after the date of the release or the date of any notice to the Contractor that the Government is prepared to make final payment, whichever is earlier.

(iii) Claims for reimbursement of costs (other than expenses of the Contractor by reason of its indemnification of the Government against patent liability), including reasonable incidental expenses, incurred by the Contractor under the terms of this contract relating to patents.

(8) *Prompt payment.* The Government will make payment in accordance with the Prompt Payment Act (31 U.S.C 3903) and prompt payment regulations at 5 CFR part 1315.

(9) *Electronic Funds Transfer (EFT).* If the Government makes payment by EFT, see 52.212-5(b) for the appropriate EFT clause.

(10) *Discount.* In connection with any discount offered for early payment, time shall be computed from the date of the invoice. For the purpose of computing the discount earned, payment shall be considered to have been made on the date that appears on the payment check or the specified payment date if an electronic funds transfer payment is made.

(l) *Termination for the Government's convenience.* The Government reserves the right to terminate this contract, or any part hereof, for its sole convenience. In the event of such termination, the Contractor shall immediately stop all work hereunder and shall immediately cause any and all of its suppliers and subcontractors to cease work. Subject to the terms of this contract, the Contractor shall be paid an amount for direct labor hours (as defined in the Schedule of the contract) determined by multiplying the number of direct labor hours expended before the effective date of termination by the hourly rate(s) in the contract, less any hourly rate payments already made to the Contractor plus reasonable charges the Contractor can demonstrate to the satisfaction of the Government using its standard record keeping system that have resulted from the termination. The Contractor shall not be required to comply with the cost accounting standards or contract cost principles for this purpose. This paragraph does not give the Government any right to audit the Contractor's records. The Contractor shall not be paid for any work performed or costs incurred that reasonably could have been avoided.

(m) *Termination for cause.* The Government may terminate this contract, or any part hereof, for cause in the event of any default by the Contractor, or if the Contractor fails to comply with any contract terms and conditions, or fails to provide the Government, upon written request, with adequate assurances of future performance. Subject to the terms of this contract, the Contractor shall be paid an amount computed under paragraph (i) Payments of this clause, but the "hourly

rate” for labor hours expended in furnishing work not delivered to or accepted by the Government shall be reduced to exclude that portion of the rate attributable to profit. Unless otherwise specified in paragraph (a)(4) of this clause, the portion of the “hourly rate” attributable to profit shall be 10 percent. In the event of termination for cause, the Contractor shall be liable to the Government for any and all rights and remedies provided by law. If it is determined that the Government improperly terminated this contract for default, such termination shall be deemed a termination for convenience.

FAR 52.216-1 Type of Contract (Apr 1984)

The Government contemplates award of a Firm-Fixed Price contract resulting from this solicitation.

FAR 52.217-8 Option to Extend Services (Nov 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 days

FAR 52.217-9 Option to Extend the Term of the Contract (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 15 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 36 months.

FAR 52.219-14 - Limitations on Subcontracting (Jan 2017)

(a) This clause does not apply to the unrestricted portion of a partial set-aside.(b) *Applicability*. This clause applies only to—

(1) Contracts that have been set aside or reserved for small business concerns or 8(a) participants;

(2) Part or parts of a multiple-award contract that have been set aside for small business concerns or 8(a) participants; and

(3) Orders set aside for small business or 8(a) participants under multiple-award contracts as described in [8.405-5](#) and [16.505\(b\)\(2\)\(i\)\(F\)](#).

(c) By submission of an offer and execution of a contract, the Offeror/Contractor agrees that in performance of the contract in the case of a contract for --

(1) *Services (except construction)*. At least 50 percent of the cost of contract performance incurred for personnel shall be expended for employees of the concern.

(2) *Supplies (other than procurement from a nonmanufacturer of such supplies)*. The concern shall perform work for at least 50 percent of the cost of manufacturing the supplies, not including the cost of materials.

(3) *General construction*. The concern will perform at least 15 percent of the cost of the contract, not including the cost of materials, with its own employees.

(4) *Construction by special trade contractors*. The concern will perform at least 25 percent of the cost of the contract, not including the cost of materials, with its own employees.

DFARS 252.232-7006 WAWF Payment Instructions (May 2013)

(a) *Definitions*. As used in this clause –

“Department of Defense Activity Address Code (DoDAAC)” is a six position code that uniquely identifies a unit, activity, or organization.

“Document type” means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

“Local processing office (LPO)” is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) *Electronic invoicing*. The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS [252.232-7003](#), Electronic Submission of Payment Requests and Receiving Reports.

(c) *WAWF access*. To access WAWF, the Contractor shall –

(1) Have a designated electronic business point of contact in the System for Award Management at <https://www.acquisition.gov>; and

(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this web site.

(d) *WAWF training*. The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the “Web Based Training” link on the WAWF home page at <https://wawf.eb.mil/>

(e) *WAWF methods of document submission*. Document submissions may be via web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) *WAWF payment instructions*. The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) *Document type*. The Contractor shall use the following document type(s).

Invoice as 2-in-1 (Services Only)

(Contracting Officer: Insert applicable document type(s).)

Note: If a “Combo” document type is identified but not supportable by the Contractor’s business systems, an “Invoice” (stand-alone) and “Receiving Report” (stand-alone) document type may be used instead.)

(2) *Inspection/acceptance location*. The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

Not applicable

(Contracting Officer: Insert inspection and acceptance locations or "Not applicable.")

(3) *Document routing.* The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table*

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	SP4701
Issue By DoDAAC	SP4701
Admin DoDAAC	SP4701
Inspect By DoDAAC	SP4701
Ship To Code	SP4701
Ship From Code	
Mark For Code	
Service Approver (DoDAAC)	
Service Acceptor (DoDAAC)	SP4701
Accept at Other DoDAAC	
LPO DoDAAC	
DCAA Auditor DoDAAC	
Other DoDAAC(s)	

(4) *Payment request and supporting documentation.* The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

(5) *WAWF email notifications.* The Contractor shall enter the e-mail address identified below in the "Send Additional Email Notifications" field of WAWF once a document is submitted in the system.

(g) *WAWF point of contact.*

(1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity's WAWF point of contact.

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

FAR 52.212-5, Contract Terms and Conditions Required To Implement Statutes or Executive Orders (Jan 2017)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).

(2) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (Nov 2015)

(3) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(4) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Public Laws 108-77, 108-78 (19 U.S.C. 3805 note)).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the contracting officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

 X (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 4704 and 10 U.S.C. 2402).

 (2) 52.203-13, Contractor Code of Business Ethics and Conduct (Oct 2015) (41 U.S.C. 3509).

 (3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (Jun 2010) (Section 1553 of Pub L. 111-5) (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009).

 (4) 52.204-10, Reporting Executive compensation and First-Tier Subcontract Awards (Oct 2016) (Pub. L. 109-282) (31 U.S.C. 6101 note).

 (5) [Reserved]

 (6) 52.204-14, Service Contract Reporting Requirements (Oct 2016) (Pub. L. 111-117, section 743 of Div. C).

 (7) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (Oct 2016) (Pub. L. 111-117, section 743 of Div. C).

 (8) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (Oct 2015) (31 U.S.C. 6101 note).

___ (9) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (Jul 2013) (41 U.S.C. 2313).

___ (10) [Reserved]

___ (11) (i) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (Nov 2011) (15 U.S.C. 657a).

___ (ii) Alternate I (Nov 2011) of 52.219-3.

___ (12) (i) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Oct 2014) (if the offeror elects to waive the preference, it shall so indicate in its offer)(15 U.S.C. 657a).

___ (ii) Alternate I (Jan 2011) of 52.219-4.

___ (13) [Reserved]

___ (14) (i) 52.219-6, Notice of Total Small Business Aside (Nov 2011) (15 U.S.C. 644).

___ (ii) Alternate I (Nov 2011).

___ (iii) Alternate II (Nov 2011).

___ (15) (i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).

___ (ii) Alternate I (Oct 1995) of 52.219-7.

___ (iii) Alternate II (Mar 2004) of 52.219-7.

X (16) 52.219-8, Utilization of Small Business Concerns (Nov 2016) (15 U.S.C. 637(d)(2) and (3)).

___ (17) (i) 52.219-9, Small Business Subcontracting Plan (Jan 2017) (15 U.S.C. 637 (d)(4)).

___ (ii) Alternate I (Nov 2016) of 52.219-9.

___ (iii) Alternate II (Nov 2016) of 52.219-9.

___ (iv) Alternate III (Nov 2016) of 52.219-9.

___ (v) Alternate IV (Nov 2016) of 52.219-9.

___ (18) 52.219-13, Notice of Set-Aside of Orders (Nov 2011) (15 U.S.C. 644(r)).

X (19) 52.219-14, Limitations on Subcontracting (Jan 2017) (15 U.S.C. 637(a)(14)).

___ (20) 52.219-16, Liquidated Damages—Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).

X (21) 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (Nov 2011) (15 U.S.C. 657f).

X (22) 52.219-28, Post Award Small Business Program Rerepresentation (Jul 2013) (15 U.S.C. 632(a)(2)).

 (23) 52.219-29, Notice of Set-Aside for, or Sole Source Award to, Economically Disadvantaged Women-Owned Small Business Concerns (Dec 2015) (15 U.S.C. 637(m)).

 (24) 52.219-30, Notice of Set-Aside for, or Sole Source Award to, Women-Owned Small Business Concerns Eligible Under the Women-Owned Small Business Program (Dec 2015) (15 U.S.C. 637(m)).

X (25) 52.222-3, Convict Labor (June 2003) (E.O. 11755).

X (26) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (Oct 2016) (E.O. 13126).

X (27) 52.222-21, Prohibition of Segregated Facilities (Apr 2015).

X (28) 52.222-26, Equal Opportunity (Sep 2016) (E.O. 11246).

X (29) 52.222-35, Equal Opportunity for Veterans (Oct 2015) (38 U.S.C. 4212).

X (30) 52.222-36, Equal Opportunity for Workers with Disabilities (Jul 2014) (29 U.S.C. 793).

X (31) 52.222-37, Employment Reports on Veterans (Feb 2016) (38 U.S.C. 4212).

 (32) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

 (33) (i) 52.222-50, Combating Trafficking in Persons (Mar 2015) (22 U.S.C. chapter 78 and E.O. 13627).

 (ii) Alternate I (Mar 2015) of 52.222-50, (22 U.S.C. chapter 78 and E.O. 13627).

X (34) 52.222-54, Employment Eligibility Verification (Oct 2015). (E. O. 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

 (35) 52.222-59, Compliance with Labor Laws (Executive Order 13673) (Oct 2016). (Applies at \$50 million for solicitations and resultant contracts issued from October 25, 2016 through April 24, 2017; applies at \$500,000 for solicitations and resultant contracts issued after April 24, 2017).

Note to paragraph (b)(35): By a court order issued on October 24, 2016, 52.222-59 is enjoined indefinitely as of the date of the order. The enjoined paragraph will become effective immediately if the court terminates the injunction. At that time, DoD, GSA, and NASA will publish a document in the Federal Register advising the public of the termination of the injunction.

 (36) 52.222-60, Paycheck Transparency (Executive Order 13673) (Oct 2016).

 (37) (i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

___ (38) 52.223-11, Ozone-Depleting Substances and High Global Warming Potential Hydrofluorocarbons (Jun 2016) (E.O.13693).

___ (39) 52.223-12, Maintenance, Service, Repair, or Disposal of Refrigeration Equipment and Air Conditioners (Jun 2016) (E.O. 13693).

___ (40) (i) 52.223-13, Acquisition of EPEAT® -Registered Imaging Equipment (Jun 2014) (E.O.s 13423 and 13514

___ (ii) Alternate I (Oct 2015) of 52.223-13.

___ (41) (i) 52.223-14, Acquisition of EPEAT® -Registered Television (Jun 2014) (E.O.s 13423 and 13514).

___ (ii) Alternate I (Jun 2014) of 52.223-14.

___ (42) 52.223-15, Energy Efficiency in Energy-Consuming Products (Dec 2007) (42 U.S.C. 8259b).

___ (43) (i) 52.223-16, Acquisition of EPEAT® -Registered Personal Computer Products (Oct 2015) (E.O.s 13423 and 13514).

___ (ii) Alternate I (Jun 2014) of 52.223-16.

___ (44) 52.223-18, Encouraging Contractor Policies to Ban Text Messaging while Driving (Aug 2011) (E.O. 13513).

___ (45) 52.223-20, Aerosols (Jun 2016) (E.O. 13693).

___ (46) 52.223-21, Foams (Jun 2016) (E.O. 13696).

___ (47) (i) 52.224-3, Privacy Training (Jan 2017) (5 U.S.C. 552a).

___ (ii) Alternate I (Jan 2017) of 52.224-3.

___ (48) 52.225-1, Buy American--Supplies (May 2014) (41 U.S.C. chapter 83).

___ (49) (i) 52.225-3, Buy American--Free Trade Agreements--Israeli Trade Act (May 2014) (41 U.S.C. chapter 83, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, Pub. L. 103-182, 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43).

___ (ii) Alternate I (May 2014) of 52.225-3.

___ (iii) Alternate II (May 2014) of 52.225-3.

___ (iv) Alternate III (May 2014) of 52.225-3.

___ (50) 52.225-5, Trade Agreements (Oct 2016) (19 U.S.C. 2501, *et seq.*, 19 U.S.C. 3301 note).

___ (51) 52.225-13, Restrictions on Certain Foreign Purchases (Jun 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___ (52) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Oct 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

___ (53) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

___ (54) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

___ (55) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 4505), 10 U.S.C. 2307(f)).

___ (56) 52.232-30, Installment Payments for Commercial Items (Jan 2017) (41 U.S.C. 4505, 10 U.S.C. 2307(f)).

X (57) 52.232-33, Payment by Electronic Funds Transfer— System for Award Management (Jul 2013) (31 U.S.C. 3332).

___ (58) 52.232-34, Payment by Electronic Funds Transfer—Other Than System for Award Management (Jul 2013) (31 U.S.C. 3332).

___ (59) 52.232-36, Payment by Third Party (May 2014) (31 U.S.C. 3332).

X (60) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

___ (61) 52.242-5, Payments to Small Business Subcontractors (Jan 2017) (15 U.S.C. 637(d)(12)).

___ (62) (i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631).

___ (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

___ (1) 52.222-17, Nondisplacement of Qualified Workers (May 2014) (E.O. 13495)

___ (2) 52.222-41, Service Contract Labor Standards (May 2014) (41 U.S.C. chapter 67.).

___ (3) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

___ (4) 52.222-43, Fair Labor Standards Act and Service Contract Labor Standards -- Price Adjustment (Multiple Year and Option Contracts) (May 2014) (29 U.S.C.206 and 41 U.S.C. chapter 67).

___ (5) 52.222-44, Fair Labor Standards Act and Service Contract Labor Standards -- Price Adjustment (May 2014) (29 U.S.C. 206 and 41 U.S.C. chapter 67).

___ (6) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (May 2014) (41 U.S.C. chapter 67).

___ (7) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Requirements (May 2014) (41 U.S.C. chapter 67).

___ (8) 52.222-55, Minimum Wages Under Executive Order 13658 (Dec 2015) (E.O. 13658).

___ (9) 52.222-62, Paid Sick Leave Under Executive Order 13706 (JAN 2017) (E.O. 13706).

___ (10) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (May 2014) (42 U.S.C. 1792).

___ (11) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (May 2014) (42 U.S.C. 1792).

___ (12) 52.237-11, Accepting and Dispensing of \$1 Coin (Sep 2008) (31 U.S.C. 5112(p)(1)).

(d) *Comptroller General Examination of Record* The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records -- Negotiation.

(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.

(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.

(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.

(e)

(1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c) and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—

- (i) 52.203-13, Contractor Code of Business Ethics and Conduct (Oct 2015) (41 U.S.C. 3509).
- (ii) 52.203-19, Prohibition on Requiring Certain Internal Confidentiality Agreements or Statements (Jan 2017) (section 743 of Division E, Title VII, of the Consolidated and Further Continuing Appropriations Act, 2015 (Pub. L. 113-235) and its successor provisions in subsequent appropriations acts (and as extended in continuing resolutions)).
- (iii) 52.219-8, Utilization of Small Business Concerns (Nov 2016) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$700,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.
- (iv) 52.222-17, Nondisplacement of Qualified Workers (May 2014) (E.O. 13495). Flow down required in accordance with paragraph (1) of FAR clause 52.222-17.
- (v) 52.222-21, Prohibition of Segregated Facilities (Apr 2015).
- (vi) 52.222-26, Equal Opportunity (Sep 2016) (E.O. 11246).
- (vii) 52.222-35, Equal Opportunity for Veterans (Oct 2015) (38 U.S.C. 4212).
- (viii) 52.222-36, Equal Opportunity for Workers with Disabilities (Jul 2014) (29 U.S.C. 793).
- (ix) 52.222-37, Employment Reports on Veterans (Feb 2016) (38 U.S.C. 4212).
- (x) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.
- (xi) 52.222-41, Service Contract Labor Standards (May 2014), (41 U.S.C. chapter 67).
- (xii) (A) 52.222-50, Combating Trafficking in Persons (Mar 2015) (22 U.S.C. chapter 78 and E.O. 13627).
(B) Alternate I (Mar 2015) of 52.222-50 (22 U.S.C. chapter 78 E.O. 13627).
- (xiii) 52.222-51, Exemption from Application of the Service Contract Labor Standards to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (May 2014) (41 U.S.C. chapter 67.)
- (xiv) 52.222-53, Exemption from Application of the Service Contract Labor Standards to Contracts for Certain Services--Requirements (May 2014) (41 U.S.C. chapter 67)
- (xv) 52.222-54, Employment Eligibility Verification (Oct 2015) (E. O. 12989).
- (xvi) 52.222-55, Minimum Wages Under Executive Order 13658 (Dec 2015).

(xvii) 52.222-59, Compliance with Labor Laws (Executive Order 13673) (Oct 2016) (Applies at \$50 million for solicitations and resultant contracts issued from October 25, 2016 through April 24, 2017; applies at \$500,000 for solicitations and resultant contracts issued after April 24, 2017).

Note to paragraph (e)(1)(xvii): By a court order issued on October 24, 2016, 52.222-59 is enjoined indefinitely as of the date of the order. The enjoined paragraph will become effective immediately if the court terminates the injunction. At that time, DoD, GSA, and NASA will publish a document in the Federal Register advising the public of the termination of the injunction.

(xviii) 52.222-60, Paycheck Transparency (Executive Order 13673) (Oct 2016).

(xix) 52.222-62, Paid sick Leave Under Executive Order 13706 (JAN 2017) (E.O. 13706).

(xx) (A) 52.224-3, Privacy Training (Jan 2017) (5 U.S.C. 552a).

(B) Alternate I (Jan 2017) of 52.224-3.

(xxi) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Oct 2016) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

(xxii) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (May 2014) (42 U.S.C. 1792). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xxiii) 52.247-64, Preference for Privately-Owned U.S. Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the Contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

Additional contract requirements or terms and conditions necessary for this acquisition and consistent with customary commercial practices: N/A

A Defense Priorities and Allocations System (DPAS) rating is not necessary for this requirement.

Offer Due Date/Local Time: **9 March 2017 at 3:00 pm, Eastern Time**).

For questions or concerns regarding this solicitation, please contact **Deno Montgomery** at Deno.Montgomery@dla.mil. Email is the preferred method of communication.

The deadline for submitting questions is: Closed

Place of End User IT Support/Services Agreement:

Defense Logistics Agency (DLA) locations listed in attachment 1.

(viii) The FAR provision, 52.212-1, Instructions to Offerors – Commercial, applies to this acquisition and the following addenda are added to this provision:

1. **Addendum to 52.212-1(c)** Period for acceptance of offers.

☒ Period of acceptance is 30 days.

2. **Addendum to 52.212-1(e)** Multiple offers.

☒ Alternative commercial items may not be considered for award on this instant acquisition, however, may be utilized for market research on future requirements.

3. **Addendum to 52.212-1(g)** Contract Award.

☒ If the Contracting Officer determines that the number of proposals that would otherwise be in the competitive range exceeds the number at which an efficient competition can be conducted, the Contracting Officer may limit the number of proposals in the competitive range to the greatest number that will permit an efficient competition among the most highly rated proposals.

4. **Addendum to 52.212-1(h)** Multiple awards.

☒ The Government intends to make one award.

☐ The Government may make more than one award.

☐ Offers may be submitted for quantities less than those specified.

Note: Competitive range is comprised of all the most highly rated proposals. The competitive range may be limited, in accordance with FAR 15.306 (c)(2), to only those highly rated proposals that stand a reasonable chance of award in this acquisition.

5. **Addendum to 52.212-1(j)** Data Universal Numbering System (DUNS) Number

The requirement to provide a DUNS number with the offer applies at all dollar values if the offeror is required to register in the System for award Management (SAM) Database in accordance with DFARS clause 252.204-7004.

6. **Addendum to 52.212-1(k): Contract clauses incorporated by reference**

The clauses listed below are incorporated by reference with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a solicitation provision may be accessed electronically at these addresses:

FAR, DFARS, and DLAD: <http://farsite.hill.af.mil/>

FAR 52.214-34 Submission of Offers in the English Language (APR 1991)

FAR 52.214-35 Submission of Offers in U.S. Currency (APR 1991)

FAR 52.222-24 Pre-Award On Site Equal Opportunity Compliance Evaluation (FEB 1999)

Offerors shall include a copy of the FAR provision at 52.212-3, Offeror Representations and Certifications – Commercial Items.

7. Addendum to 52.212-1(l):

**SPECIAL INSTRUCTIONS / CONDITIONS / NOTICES TO OFFERORS FOR SUBMITTAL OF SOURCE
SELECTION PROPOSAL INFORMATION**

1. Proposal Organization:

- a. The Government will be utilizing a Lowest Price Technically Acceptable process as a means of selecting the most qualified contractor to support the customer requirements for this solicitation. The Non-Price Proposal shall be submitted in a written format. The Price Proposal shall also be submitted in writing.
- b. Your proposal shall be prepared in two separate volumes and provided in the quantities shown below. Non-Price Proposals shall provide information following the technical proposal factors format. Proposals that do not provide the required information in the prescribed format may be excluded from further consideration.

<u>Volume</u>	<u>Title</u>	<u>No of Copies</u>
I	Non-Price	1
II	Price	1

NOTE: Each proposal shall be submitted electronically to Matthew.ryan@dla.mil, Deno.Montgomery@dla.mil and John.F.Obrien@dla.mil. Additionally, hard copies of the proposal shall be sent to:

Bid Room
Bldg 36, Room 2035
700 Robbins Ave,
Philadelphia, PA 19111
Attention: Mr. Deno Montgomery

- c. Include the RFP number on the package. The electronic copy is considered the official copy and must be received by the due date and time. The hard copy must be received by 4:00 PM three business days after the closing date. The copies must be identical. Timeliness of offer will be determined based on the receipt of the electronic copy.
 - d. During proposal evaluation, each volume will be reviewed separately. All cost/price information, if required, shall be in Volume II. No reference to cost/price shall be included in the non-price proposal (Volume I). Each volume shall be separately bound to facilitate evaluation.
 - e. Proposals will be evaluated in accordance with the evaluation criteria outlined in the "Non-Price Evaluation Factors" section of this solicitation. Proposals will be evaluated in accordance with the factors listed in the solicitation. The rating methodology will be Acceptable/Unacceptable. Proposals will be evaluated in accordance with the evaluation criteria outlined in the "Non-Price Evaluation Process" section of this solicitation. Pricing will be evaluated for fairness and reasonableness.
- b. In order to receive full consideration, firms are encouraged to ensure that the information provided in the Non-Price Proposal is factual and complete. To ensure that an accurate evaluation of the proposal is made, please address the factors in the order in which they appear in the solicitation. Each response shall be titled with the name and number of the factor being addressed.
 - c. A proposal will be considered unacceptable for award if it contains deficiencies (or a combination of significant weaknesses that equate to one or more deficiencies) that preclude award of the contract on the present terms of the proposal.

- d. All plans submitted as part of the offeror's Non-Price Proposal are to be followed during contract performance. The Government reserves the right to incorporate into the resultant contract(s) those elements of an offeror's Non-Price Proposal that exceed solicitation requirements.
- e. Offerors may provide additional technical information that will enhance the proposal. However, overly elaborate proposals that contain information not pertinent to this acquisition are not desired. Elaborate artwork, expensive paper or bindings, and expensive visual or other presentation aids are neither necessary nor desired. Hasty responses or responses which merely repeat the Performance Work Statement will not be considered as being responsive to the requirements of this RFP. Failure to provide the information requested may render the proposal unacceptable and may lead to a rejection of the offer.
- f. If the Government does not conduct a reverse auction, it intends to evaluate proposals and make award without discussions. Proposals shall contain the vendor's best terms. Additionally, the Government reserves the right to conduct discussions and request proposal revisions if it is determined to be necessary. Proposals shall contain the Vendor's best terms within the proposed non-price and business approach, to include all evaluation factors and sub-factors. Additionally, the Government reserves the right to conduct discussions and request proposal revisions if it is determined to be necessary.
- g. The proposal must demonstrate to the Government's satisfaction that the offeror is able to provide services that will ensure the successful accomplishment of the stated objectives consistent with the stated performance and technical parameters of the Performance Work Statement (PWS). The Government will evaluate the offerors on the basis of the material presented in the written proposal. However, the Government may use information other than that provided by the offeror in its evaluation, including market research. Proposal information provided for one factor may be used to assess other factors if the Government deems it appropriate.
- h. The Government may reject any proposal that is evaluated to be unreasonable in terms of program commitments, including contract terms and conditions, or unreasonably high or low in cost (however cost realism will not be done) when compared to Government estimates, such that the proposal is deemed to reflect an inherent lack of technical competence or a failure to comprehend the complexity and performance requirements of the program.
- i. The Government reserves the right to verify any information presented in the Non-Price and Price Proposals.
- j. All contractors are encouraged to utilize the SBA PRONet and SUBNet programs to assist them in obtaining resources to meet the subcontract requirements.
 - i. PRONet is an electronic gateway to procurement information for and about small businesses. It is a search engine for contracting officers, a marketing tool for small business, and a link to procurement opportunities and important information. Prime contractors are strongly encouraged to search PRONet when seeking small business contractors, subcontractors, or partnership opportunities.
 - ii. Prime contractors are encouraged to use SUBNet to post subcontracting opportunities for small business firms. Small business firms may use SUBNet to identify tangible opportunities to bid on.
 - iii. Both PRONet and SUBNet may be reached through the SBA Homepage at <http://www.sba.gov>.

(1) Volume I, Non-Price Proposal Instructions

- a. You are required to prepare and submit your proposal aligned with the non-price evaluation factors listed below. Each of your individual responses shall cite the applicable factor or sub-factor and paragraph to which you are responding. **Continuation sheets shall clearly identify the solicitation number and your firm's name on each page.**
- b. A Non-Price Proposal shall be submitted in response to this RFP. Non-price proposals in response to this RFP do not have a page limit; however, the requirements of the solicitation can most likely be met in no more than fifty (50) single sided, 8 1/2" x 11" pages, including Appendices and Attachments, with 12 point Times New Roman font and 1" margins around the page. Proposals less than 50 pages are permitted provided all the required material is covered. The Non-Price Proposal shall contain two sections:

Section I –

A. Cover Page: (1) RFP number; (2) Proposal Title; (3) Technical Point of Contact, including name, telephone number, FAX number, e-mail address, and mailing address; (4) Administrative/Contracting Point of Contact, including name, telephone number, FAX number, e-mail address, and mailing address; and (5) Contractor's business type selected among the following categories: Small Disadvantaged Business (SDB), Other Small Business, HBCU, MI, Other Educational, or Other Nonprofit.

B. Official Transmittal Letter.

Section II –

The Non-Price Proposal will demonstrate the offeror's approach and ability to perform the tasks referenced in the PWS.

NOTE: Non-Price Proposals shall not contain any pricing information. Non-Price proposals containing pricing information will not be considered or evaluated.

INSTRUCTIONS FOR VOLUME I - NON-PRICE EVALUATION FACTORS:

The offeror's proposal will be evaluated for the CONTRACT period in its entirety. When "the PWS" is referenced in the factors below, it refers to the CONTRACT in its entirety (including the initial task order) unless stated otherwise.

Factor 1: Technical

Technical Approach
Key Personnel
Transition-In Plan

Factor 2: Past Performance Confidence Assessment

Recency
Relevance
Determination of how well contractor performed

1. TECHNICAL

i. Technical Approach

The offeror shall demonstrate knowledge of the functional and technical expertise of Information Technology End User Support. The offeror shall demonstrate understanding of the top-to-bottom approach (e.g. business functionalities/capabilities) that is required for the operational ability of information systems and applications. The offeror shall demonstrate understanding in conducting analysis to resolve operational and system issues submitted from users of the systems as well as the offeror's knowledge and understanding of current technologies. The offeror

shall demonstrate experience in developing functional requirements and ability to analyze and test resolutions developed.

The offeror shall propose a Work Breakdown Structure (WBS) that identifies the tasks, associated level of effort and labor mix for the PWS for the period of performance of this acquisition.

ii. **Key Personnel**

The offeror shall provide key personnel who possess the qualifications and experience appropriate to provide support for the Government's requirements. Resumes shall be submitted for each individual identified as key personnel. The resumes shall demonstrate that the individual's qualifications and experience are relevant to the requirements set forth in the PWS.

iii. **Transition-In Plan**

Transition-In Plan Instruction to Offerors:

The offeror shall propose an Implementation & Transition Solution to demonstrating a full understanding of the transition that will be necessary for the Information Technology End User Support services and to ensure it has experience and knowledge of the transition solution. The offeror shall demonstrate key elements of its transition solution including timelines, Government staff and interaction, transfer of knowledge of the various systems, and the ability to meet employee security and requirements in time to meet transition milestones. The offeror shall demonstrate has a full understanding and experience with initiating the service requirements of this program. The offeror shall propose a schedule and staffing plan supporting the transition/implementation. The offeror's transition plan shall demonstrate the proper thought and planning to the key elements of starting operations after transition occurs. The offeror shall demonstrate an approach to handling the knowledge transfer process with the incumbent to ensure it demonstrates an understanding of the importance and critical steps in making it a success.

The Non-Price factors will be evaluated in the following format:

FACTOR 1 - TECHNICAL

i. **Technical Approach**

The Government will evaluate the offeror's knowledge of the functional and technical expertise of Information Technology End User Support. The Government will evaluate the offeror's understanding of the top-to-bottom approach (e.g. business functionalities/capabilities) that is required for the operational ability of information systems and applications. The Government will evaluate the offeror's understanding in conducting analysis to resolve operational and system issues submitted from users of the systems as well as the offeror's knowledge and understanding of current technologies. The Government will evaluate the offeror's experience in developing functional requirements and ability to analyze and test resolutions developed.

The Government will evaluate the offeror's Work Breakdown Structure (WBS) that identifies the tasks, associated level of effort and labor mix for the PWS of the Initial Task Order.

ii. **Key Personnel**

The Government will evaluate the offeror's key personnel to determine if the individuals possess the qualifications and experience appropriate to provide support in accordance with the Government's requirements. The Government will evaluate the resumes submitted and if the individual's qualifications and experience are relevant to the requirements set forth in the PWS.

iii. **Transition-In Plan**

The Government will evaluate the Implementation & Transition Solution to ensure the offeror has a full understanding of the transition that will be necessary for the Information Technology End User Support services and to ensure it has experience and knowledge of the transition solution. The Government will evaluate the offeror's key elements of its transition solution including timelines and the ability to meet employee security and requirements in time to meet transition milestones. The Government will evaluate the proposal to ensure the offeror has a full understanding and experience with initiating the service requirements of this program. The Government will evaluate the offeror's proposed transition and staffing plan to ensure it has given proper thought and planning to the key elements of starting operations after transition occurs.

2. PAST PERFORMANCE CONFIDENCE ASSESSMENT

The information required in this volume shall be presented in the format provided in **Enclosure 1** entitled "Past Performance Template." Information for a minimum of two (maximum of 3) projects shall be provided. The offeror shall demonstrate its experience and expertise in providing services similar to End User IT Support. The offeror shall, at a minimum, provide:

- a) A list of 2-3 contracts that the offeror held in the past three years, in which the services of similar scope and complexity were performed. A maximum of 3 referenced contracts with a point of contact information (i.e. phone number and e-mail address) shall be included.
- b) A summary description of the task requirements of each referenced contract. Reference the similarities of these tasks to those requirements referenced in the PWS.
- c) The total dollar value of each contract referenced.

The Offeror must ensure that information presented for contact points is accurate and current (i.e., current phone numbers, titles, etc.). The Government will not attempt to "track down" reference data in cases where inaccurate data is presented

i. Past Performance Evaluation Criteria

The Government will contact the points of contact provided by the offeror each project submitted in accordance with the Past Performance Template. Responses received from the points of contact will be used as part of this evaluation process. Evaluation will not necessarily be based only on this information. Offerors are advised that the Government may use information gained from any source known to the Government (i.e. the Past Performance Information Retrieval System (PPIRS)) to evaluate past performance, provided such information is recent (within the past 3 years).

In the case of an offeror without a record of relevant past performance or for whom information on past performance is not available, the offeror will not be evaluated favorably or unfavorably on past performance. A past performance questionnaire will be utilized to contact references and rate proposals.

The Government will evaluate the offeror's experience and expertise in providing services similar to Information Technology End User Support, to include the overall DoD initiative to provide a common set of tools and services to support information systems throughout the DoD. End User Support services are essential to many critical systems involving complex and unique setups that require detailed planning and involvement from supported systems. Priority is to ensure continued stable, accurate and reliable service to all current customers.

There are three aspects to this evaluation: 1) the determination of the recency of the contracts performed; 2) the determination of the relevancy of other contracts performed to the requirements of the solicitation; and 3) a determination of how well the offeror performed on these contracts. These three aspects, when combined, will result in the offeror's Past Performance Confidence Assessment rating.

INSTRUCTIONS FOR VOLUME II - PRICE FACTORS:

PRICING

Offerors are required to submit a price proposal addressing all pricing involved in the execution of the technical requirements detailed in the non-price proposal in accordance with the requirements below. There is no page limit for the price proposal.

Offerors are required to submit a price proposal for the total **three (3) year period** of the contract. The offeror is required to provide a fixed price per month for each performance period and a total fixed price for each performance period.

Services	Quantity	Unit	Unit Price	Total Amount
IT End User Support Services				

Offerors are required to provide a breakdown of labor categories, labor hours, hourly labor rates, and total price per labor category in the following format:

Labor Category	Labor Hours	Labor Rate	Total Price

List of Attachments:

Attachment 1 List of Sites
Attachment 2 Delivery Schedule (Deliverables)
Attachment 3 Performance Metrics
Attachment 4 Certification Requirements Matrix
Attachment 5 Key Personnel Minimum Requirements

List of Enclosures:

Enclosure 1 Past Performance Template
Enclosure 2 Resume Template

Attachment 1. List of Sites

The contractor shall be responsible for providing End User Support as specified in this contract for all DLA users, contractors, visitors and other DoD entities supported by DLA at the sites specified herein. The contractor shall be responsible for assuming all End User Support workload at the specific sites on the contract full performance date as specified in this contract.

Northeast Region

Base Year: 3/28/2017-3/27/2018

Users, NIPR	8354
Users, SIPR	160
Users, VIP	9
New Cumberland - 7	
Philadelphia - 2	
Computers	8380
Mobile Devices	840
DSS Bar Code Readers	50
DSS Printers	10

Ticket Count:

		INC Recieved	INC Closed
Aberdeen	Oct	13	7
	Nov	27	27
	Dec	7	10
Groton	Oct	17	10
	Nov	6	7
	Dec	1	2
New Cumberland	Oct	1042	1105
	Nov	978	1027
	Dec	704	736
Philadelphia	Oct	898	815
	Nov	919	1017
	Dec	540	586
Portsmouth	Oct	7	6
	Nov	9	7
	Dec	4	7
Tobyhanna	Oct	222	222
	Nov	200	202
	Dec	132	132

		WO Received	WO Closed
Aberdeen	Oct	1	0
	Nov	1	1

	Dec	0	0
Groton	Oct	2	2
	Nov	2	0
	Dec	0	0
New Cumberland	Oct	559	455
	Nov	674	746
	Dec	283	287
Philadelphia	Oct	287	319
	Nov	270	240
	Dec	162	199
Portsmouth	Oct	1	1
	Nov	0	0
	Dec	3	1
Tobyhanna	Oct	2	2
	Nov	1	2
	Dec	5	5

New Cumberland, PA	DLA Distribution
	DLA Document Services
	DLA Finance - Field Sites
	DLA FINANCE (J8)
	DLA General Counsel - Field Sites
	DLA Human Resources (J1)
	DLA Human Resources Services-DLA Training
	DLA Human Resources Services-Human Resources Information Systems
	DLA Human Resources Services-Injury Compensation
	DLA Human Resources Services-Military Personnel and Administration
	DLA Human Resources Services-New Cumberland
	DLA Information Operations - Field Sites
	DLA Information Operations (J6)
	DLA Installation Support
	DLA Installation Support - Field Sites
	DLA Intelligence
	DLA Logistics Operations (J3)
	DLA Office of Operations Research and Resource Analysis
	DLA OIG
Tobyhanna, Monroe, PA	DLA Disposition Services
	DLA Distribution

	DLA Information Operations - Field Sites
	DLA Land and Marine
Groton, New London, CT	DLA Disposition Services
	DLA Distribution
	DLA Document Services
Submarine Base Groton, New London, CT	DLA Document Services
Little Creek, Kent, DE	DLA Energy
Portsmouth Naval Shipyard, York, ME	DLA Land and Marine
South Portland, Cumberland, ME	DLA Energy
Aberdeen Proving Ground, Harford, MD	DLA Disposition Services
	DLA Document Services
	DLA General Counsel - Field Sites
	DLA Land and Marine
Andrews AFB, Prince George's, Annapolis, Anne Arundel, MD	DLA Energy
Baltimore, MD	DLA Document Services
Emmitsburg, Frederick, MD	DLA Energy
Fort Detrick, Frederick, MD	DLA Installation Support
Fort Meade, Anne Arundel, MD	DLA Troop Support
	DLA Disposition Services,
	DLA Document Services
Indian Head, Charles, MD	DLA Distribution
Patuxent River, St. Mary's, MD	DLA Document Services
Stevensville, Queen Anne's, MD	DLA Troop Support
Avon, Norfolk, MA	DLA Troop Support
Natick, Middlesex, MA	DLA Document Services,
	DLA Troop Support
Quincy, Norfolk, MA	DLA Energy
Pease AFB, Rockingham, NH	DLA Disposition Services
Portsmouth, Rockingham, NH	DLA Document Services,
	DLA Land and Marine
Carteret, Middlesex, NJ	DLA Energy
Fort Dix, Burlington, NJ	DLA Document Services,
	DLA Energy
Ft. Monmouth, Monmouth, NJ	DLA Disposition Services
Fort Drum, Jefferson, NY	DLA Disposition Services,
	DLA Land and Marine
New York, NY	DLA Document Services
Rome, Oneida, NY	DLA Energy
Scotia, Schenectady, NY	DLA Strategic Materials
Watertown, Jefferson, NY	DLA Document Services
Watervliet, Albany, NY	DLA Disposition Services
West Point, Orange, NY	DLA Document Services
Chambersburg, Franklin, PA	DLA Land and Marine

Letterkenny Army Depot, Franklin, PA	DLA Disposition Services, DLA Land and Marine
Newport, RI	DLA Document Services
Susquehanna, PA	DLA Distribution
	DLA Disposition
Mechanicsburg, Cumberland, PA	DLA Aviation
	DLA Disposition Services
	DLA Distribution
	DLA Document Services
	DLA Finance - Field Sites
	DLA Installation Support -- Field Sites
	DLA Land and Marine
NAVSUPPACT Mechanicsburg Detachment, Philadelphia	DLA Aviation
	DLA Corporate Interns
	DLA Distribution
	DLA General Counsel - Field Sites
NAVSUPPACT Mechanicsburg, Cumberland, PA	DLA Corporate Interns,
Philadelphia, PA	DLA Acquisition (J3)
	DLA Contracting Service Office
	DLA Corporate Interns
	DLA Document Services
	DLA Finance - Field Sites
	DLA FINANCE (J8)
	DLA General Counsel - Field Sites
	DLA Human Resources Services-Columbus
	DLA Human Resources Services-DLA Training
	DLA Information Operations - Field Sites
	DLA Information Operations (J6)
	DLA Installation Support - Field Sites
	DLA Intelligence
	DLA Land and Marine
	DLA Logistics Operations (J3)
	DLA OIG
	DLA Small Business Programs (DB)
	DLA Troop Support

SERVICE/AGENCY MAILING ADDRESS, CITY, STATE/COUNTRY	# NIPR USERS
Groton, New London, CT	27
Submarine Base Groton, New London, CT	1
Little Creek, Kent, DE	1
Portsmouth Naval Shipyard, York, ME	111
South Portland, Cumberland, ME	1
Aberdeen Proving Ground, Harford, MD	37
Andrews AFB, Prince George's,	2
Annapolis, Anne Arundel, MD	8
Baltimore, MD	1
Emmitsburg, Frederick, MD	2
Fort Detrick, Frederick, MD	3
Fort Meade, Anne Arundel, MD	25
Patuxent River, St. Mary's, MD	2
Stevensville, Queen Anne's, MD	1
Avon, Norfolk, MA	1
Natick, Middlesex, MA	2
Quincy, Norfolk, MA	1
Pease AFB, Rockingham, NH	3
Portsmouth, Rockingham, NH	5
Carteret, Middlesex, NJ	1
Fort Dix, Burlington, NJ	4
Ft. Monmouth, Monmouth, NJ	1
Fort Drum, Jefferson, NY	3
New York, NY	1
Rome, Oneida, NY	1
Scotia, Schenectady, NY	3
Watertown, Jefferson, NY	1
Watervliet, Albany, NY	1
West Point, Orange, NY	3
Chambersburg, Franklin, PA	1
New Cumberland, PA	3700
Letterkenny Army Depot, Franklin, PA	13
Mechanicsburg, Cumberland, PA	527
NAVSUPPACT Mechanicsburg Detachment, Philadelphia	66
NAVSUPPACT Mechanicsburg, Cumberland, PA	43
Tobyhanna, Monroe, PA	145
Newport, RI	6

Philadelphia, PA	3600
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ATTACHMENT 2 - DELIVERY SCHEDULE (DELIVERABLES)

Deliverable	Due Date/ Frequency	Deliverable Contents
Weekly Performance Report	Weekly, every Tuesday by 1200 pm	Incidents / Service Requests Received and Resolved, and those aged beyond metric parameters with Justification; contacts and results; service impact staffing issues and projected resolutions
Program Status Report	Monthly by the 5 th of the following month	Initiatives with Milestones and impediments; overall monthly Incidents / Service Requests received and resolved, and those aged beyond metric parameters with justifications; monthly trend analysis for life of contract; staffing issues and projected resolutions
QASP Metric Analysis	Monthly by the 5 th of following month	Analysis of contractor performance compared to contracted metrics. Go well plan as needed to improve performance
Final Transition Plan with Staffing Plan	5 days following contract award	Finalized transition plan and schedule include all staff start dates
Transition Plan progress reports	Weekly during transition, Mondays by 0900	Status of transition of workload, issues encountered and resolution, upcoming weekly transition milestones
Travel Requests	Up to 10 business days prior to travel	Travel Request with rationale and business impact for government
Travel Claims	Monthly, submitted with invoice	Actual claim for travel expenses as required in F.A.R.
Trip Reports	5 business days following travel	As indicated in this work statement

ATTACHMENT 3 - PERFORMANCE METRICS

Metric Name	Metric Description	Scope	<u>Acceptable Quality Level</u>	Reporting Frequency
VIP Incidents	IT Incidents involving VIPs	Incidents must be resolved within 4 hours (PPS and Outside of PPS) 98% of the time	98% of the time	Daily
High Priority Incidents	IT Incidents involving High Priority	Incidents will be resolved within 4 PPS business hours 98% of the time	98% of the time	Weekly
Medium, Low Incidents & Routine	IT Incidents involving Medium, Low Priority and Routine	Incidents will be resolved within 3 business days 98% of the time	98% of the time	Monthly
Speed to Assign (INC)	Speed to Assign Incidents	completed < 1 hour 85% of the time	85% of the time	Monthly
Initial Response to the Customer (INC)	Initial Response to the Customer (e.g. Email, Phone, OCS) for Incidents	Processed <4 hours 85% of the time.	85% of the time	Monthly
Work Orders / Service Requests	IT Work Orders / Service Requests	Work Orders / Service Requests shall be resolved within 5 business days 85% of the time	85% of the time	Weekly
Speed to Assign (WO)	Speed to Assign Work Order/Service Request	Completed < 1 day 85% of the time	85% of the time	Monthly
Initial Response to the Customer (WO)	Initial Response to the Customer (e.g. Email, Phone, OCS) for Work Order/Service Request	Completed < 3 days 85% of the time	85% of the time	Monthly
Service Request resulting from a CERT Tasking	48 Hours from Receipt	Completed 100% of the time	100% of the time	As Needed
POAM submission	5 working days prior to due date	Completed 100% of the time	100% of the time	As Needed

ATTACHMENT 4 - 8570.01-M CERTIFICATION REQUIREMENTS MATRIX

(BY JOB FUNCTION)

Function	Computing Environment (CE) Certification	IAT L1	IAT L2	IAT L3
Server Admin Windows Operating System				
Computing Environment Admin	MCSA 2003; MCSE 2003; M2003 2; M2008 6; MCITP SA; MCITP EA; MCITP EMA; MCITP DBA; MCSA:WS2012, MCSE:WS2012, MCSE:M, MCSA:WS2008, MCSM, MS2012, MCM; MCA: MS SQL Server; MCA: MS Exchange Server; MCA: MS Windows Server Directory; GCWN; CCA, CCAA	X		
Domain Admin	MCSA 2003, MCSE 2003, M2003 NET 4, M2008 NET 7, MCITP SA, MCITP EA, CSA:WS2012, MCSE:WS2012, MCSA:WS2008, MCSM:DS, M2012 NET, MCM: Windows Server 2008: Directory, MCA: MS Windows Server Directory, CCAA, GCWN M		X	
Directory Server Administrator - "M" accounts	MCSA 2003, MCSE 2003, M2003 NET 4, M2008 NET 7, MCITP SA, MCSA:WS2008, MCITP EA, MCM: Windows Server 2008: Directory, MCA: MS Windows Server Directory, MCSA:WS2012, MCSE:WS2012		X	
Directory OU Admin - "Z" accounts	MCSA 2003, MCSE 2003, MCITP SA, MCSA:WS2008, MCITP EA, MCM: Windows Server 2008: Directory, MCA: MS Windows Server Directory, MCSA:WS2012, MCSE:WS2012		X	
Enterprise Admin	MCSE 2003; MCITP EA; MCM: Windows Server 2008: Directory; MCA: MS Windows Server Directory; MCSE:WS2012, MCSM:DS, CCAA; GCWN			X

Directory Enterprise Administrator - "Y" accounts	MCSE 2003, MCITP EA; MCM: Windows Server 2008: Directory; MCA: MS Windows Server Directory; MCSE:WS2012, MCSM:DS			X
NetBackup Administrator	SymNetBackup 6.5 WIN, SymNetBackup 7.0 WIN, EMCDD		X	
Telecommunications Administrator	CompTIA CTP+, CCNA Voice		X	
Wireless Administrator	CCNA W/ Wireless		X	
DNS Administrator	CICA ¹⁴ , CICE		X ¹⁴	X
Network Analyst	nCE ¹⁶ , nCM		X ¹⁶	X
Server Admin UNIX Operating System				
Computing Environment Admin	HP UX CSA, HP OpenVMS, GCUX, SCNA, UNIX AIX, CompTIA Linux+, RHCT, RHCE, RHCSA	X	X	X
Domain Admin	HP UX CSA, HP OpenVMS, GCUX, SCNA, UNIX AIX, RHCT, RHCE, RHCSA		X	
Enterprise Admin	HP UX CSE, HP OpenVMS, GCUX, SCNA, UNIX AIX, RHCE, RHCSA			X
VMware Admin	VCP, VCAP, VCP5-DCV, VCDX5		X	X
Firewall Admin	CCSPA, CCSA NGX, CCSE NGX, GPPA		X	X
Network Admin	BCNE, BCNP, CCSE NGX, CCNA, CCNP, CCIE, CCSP, SCNA, CCSE NGX Plus NG with AI, CCMSE NG with AI, CSMSE NG with AI Plus VSX, NSA, ESE, ECIE-C, CCDA ¹¹		X ¹¹	X
RFID Admin	CompTIA RFID+	X		
HBSS Admin	HBSS 3.0, HBSS ADV		X	X
Application Administrator	SAP CTA NetWeaver 7.31, SAP CTA SYS ADMIN (Oracle DB) SAP Netweaver 7.31, SAP CTA SAP Business OBJ Business Intelligence Platform 4.0 ¹⁹	X	X	
Portal Application Administrator	SAP CTA NetWeaver Portal 7.01.		X	
Security Application Administrator	SAP CTP NetWeaver 7.0		X	

DBA Admin	OCP ; OCM; GSOC; DB2; M2008 SQL 8; MCITP DBA; MCITP DBD; MCM: MS SQL Server 2008; MCA: MS SQL Server, MCSE:DP, MCSM:DP, MCSA:SQL2008, M2012 SQL	X		
NetBackup Administrator	SymNetBackup 7.0 UNIX, EMCDD		X	
Site Director ⁵				
Site Deputy Director ⁵				
IT Infrastructure/Solutions Chief	MCSE 2003; MCITP EA; MCM: Windows Server 2008: Directory; MCA: MS Windows Server Directory; MCSE:WS 2012, MCSM:DS, GCWN; CCSE NGX; CCNA; CCNP; CCIE; CCSP; SCNA; CCSE NGX Plus NG with AI; CCMSE NG with AI; CSMSE NG with AI Plus VSX; NSA; CCSPA; CCSA NGX; CCSE NGX; GPPA; HP UX CSE; HP Open VMS, UNIX AIX, RHCE, GCUX, VCP, VCAP, ESE, ECIE-C, HBSS 3.0, HBSS ADV		X	X
IT Infrastructure/Solutions Chief ⁵				
IT Application Chief ⁵				
Program Manager AIS ⁵				
IASAE ⁵				
COOP PM ⁵				
IAM	M2003 ² ; MCSA 2003; MCSE 2003; M2008 ⁶ ; MCITP SA; MCITP EA; MCITP EMA; MCITP DBA; MCM; MCA: MS SQL Server; MCA: MS Exchange Server; MCA: MS Windows Server Directory; MCSA:WS 2012, MCSE:WS 2012, MCSE:DP, MCSE:M, MCSA:WS 2008, MCSM, MS2012, M2012, GCWN; HP UX CSA; GCUX; SCSA			X
IAO	M2003 ² ; MCSA 2003; MCSE 2003; M2008 ⁶ ; MCITP SA; MCITP EA; MCITP EMA; MCITP DBA; MCM; MCA: MS SQL Server; MCA: MS Exchange Server; MCA: MS Windows Server Directory; MCSE:WS2012, MCSE:DP, MCSE:M, MCSA:WS2008, MCSM, MS2012, M2012, GCWN; HP UX CSA; GCUX; SCSA; Retina 10	X	X ¹⁰	

TASO & Help Desk who administer accounts & have privileged access	AC & PHY SEC, CompTIA A+, CompTIA Network +, CompTIA Security +, CISSP^, MCDST, MCITP EDST, MCITP EDA, MCITP SA, MCITP EA, MCM, MCA: MS Windows Server: Directory, Windows XP ³ , Windows 7 ⁹ , MCSA 2003, MCSE 2003, MCSA:WS2012, MCSE:WS2012, Windows 8, MCSA:Windows 7, MCSA:Windows 8, MCSA:WS2008, MCSM	X		
Help Desk Tier I	MCDST, MCITP EDST, MCITP EDA, MCITP SA, MCITP EA, MCM, MCA: MS Windows Server: Directory, Windows XP ³ , Windows 7 Basic ¹⁷ , Windows 7 ⁹ , MCSA 2003, MCSE 2003, MCSA:WS2012, MCSE:WS2012, Windows 8 ²⁰ , MCSA:Windows 7, MCSA:Windows 8, MCSA:WS2008, MCSM, Windows 10 ²¹	X		
Help Desk Tier II & III	MCDST, MCITP EDST, MCITP EDA, MCITP SA, MCITP EA, MCM, MCA: MS Windows Server: Directory, Windows XP ³ , Windows 7 ⁹ , MCSA 2003, MCSE 2003, MCSA:WS2012, MCSE:WS2012, Windows 8 ²⁰ , MCSA:Windows 7, MCSA:Windows 8, MCSA:WS2008, MCSM, Windows 10 ²¹		X	
Directory Desktop Administrator - "D" Accounts	Windows 7 ⁹ , MCITP EDST, MCITP EDA, MCITP SA, MCITP EA, MCM, MCA: MS Windows Server: Directory, MCSA:WS2012, MCSE:WS2012, Windows 8 ²⁰ , MCSA:Windows 7, MCSA:Windows 8, MCSA:WS2008, MCSM, Windows 10 ²¹	X		
Directory Local Administrator - "L" Account ¹⁸	Windows 7 ⁹ , MCITP EDST, MCITP EDA, MCITP SA, MCITP EA, MCM, MCA: MS Windows Server: Directory, MCSA:WS2012, MCSE:WS2012, Windows 8 ²⁰ , MCSA:Windows 7, MCSA:Windows 8, MCSA:WS2008, MCSM, Windows 10 ²¹	X	X	X
COMSEC Manager	NSA Type I Encryption Device		X	
Computer Network Defense				
Anaylst	ACAS, AESA; ALA&O 5.0; EnCE; HBSS Admin; HBSS ADV; GPPA; GREM; ID Analysis Parts 1&2 ¹³	X	X	X
Infrastructure Support	AESA; ALA&O 5.0; HBSS Admin; HBSS ADV; McAfee NSPA, ACAS	X	X	X
Incident Responder - "D" and "L" Accounts	EnCE; GCFA, ID Analysis Parts 1&2 ¹³ ; HBSS Admin; HBSS ADV; GPPA; GCWN; GCIA; GREM; FoIH; Adv.IH, Windows 7 ⁹ , MCITP EDST, MCITP EDA, MCITP SA, MCITP EA, MCM, MCA: MS Windows Server: Directory, MCSA:WS2012, MCSE:WS2012, Windows 8 ²⁰ , MCSA:Windows 7, MCSA:Windows 8, MCSA:WS2008, MCSM, Windows 10 ²¹	X	X	X
Auditor	DIA A&IG		X	X

FOOTNOTE

When the Computing Environment (CE) Working Group approves a CE, any version of the CE currently running at DLA is valid.

Once a vendor no longer provides support for a version of software or hardware, certification is required within 6 months in a version either operating within DLA or the latest release.

2 Pass 70-290 and/or 70-294 depending on function.

3 Pass 70-270, 70-271 and/or 70-272 depending on function.

4 Pass 70-290 & 70-299

5 COMPUTING ENVIRONMENT CERTIFICATION NOT REQUIRED

6 Pass 70-236, 70-662, 70-432, 70-450, 70-648, 70-649, 70-640, 70-642 or 70-643 depending on function.

7 Pass 70-640 & 70-642 or 70-648 or 70-649

8 Pass 70-433, 70-432, 70-450 or 70-452

9 Pass 70-680, 70-682 or 70-685

10 If running Retina is a primary portion of their duties. Since Retina requires domain admin privileges, the IAO is an IAT II.

11 CCDA certification is valid only at the IAT II Level, and only for those IAT II personnel who work in a test environment or under direct supervision

13 People who have taken the Introduction to Detection Analysis prior to June 28, 2012 will be grandfathered in. People taking the Introduction to Detection Analysis after June 28, 2012 must complete both parts 1 & 2 in order to be certified

14 CICA Valid at the IAT II level

16 nCE Valid at the IAT II level

17 Pass 98-349

18 A microsoft certification is required for personnel who perform IA functions on the desktop. Personnel who strictly perform IA functions on the application, require a certification in the application. Personnel who administer both the desktop and the application, require both.

19 SAP Certified Technology Associate – SAP Business Objects Business Intelligence Platform 4.0 is only valid for Application Administrators who work exclusively on SAP Business Objects.

20 Pass 70-687 or 70-689

21 Pass 70-697

Computing Environment Certifications	
AC & PHY SEC	Skillport Course IT-70446 - Access Control & Physical Security
ACAS	Assured Compliance Assessment Solution
AESA	ArcSight ESM 5.0 Security Analyst
Altiris	Symantec Certified Specialist Altiris
ALA&O 5.0	ArcSightLogger 5.0 Administration and Operations
ArcSight	ArcSight Analyst and Integrator
CCA	Citrix Certified Administrator
CCAA	Citrix Certified Advanced Administrator
CCDA	Cisco Certified Design Associate

CCIE	CISCO Certified Internetwork Expert
CCMSE NG with AI	Check Point Managed Security Expert NG with Application Intelligence
CCNA	CISCO Certified Networking Associate
CCNA Voice	CCNA W/ Voice Concentration
CCNA Wireless	CCNA W/ Wireless Concentration
CCNP	CISCO Certified Network Professional
CCSA NGX	Check Point Certified Systems Administrator
CCSE NGX	Check Point Certified Systems Engineer
CCSE NGX Plus NG with AI	Check Point Certified Security Expert plus High Availability and Troubleshooting NG with Application Intelligence
CCSP	CISCO Certified Security Professional
CCSPA	Check Point Certified Security Principles Associate
CISSP	Certified Information System Security Professional
CompTIA A+ CE	CompTIA A+ CE
CompTIA CTP+	CompTIA Convergence Technologies Professional
CompTIA Linux+	CompTIA Linux+
CompTIA Network + CE	CompTIA Network+ CE
CompTIA RFID+	CompTIA RFID+
CompTIA Security + CE	CompTIA Security + CE
CSMSE NG with AI Plus VSX	Check Point Managed Security Expert NG with Application Intelligence plus VSX
NSA Type I Encryption Device	General Dynamics Taclane Encryptor Training (KG175D - http://www.gdc4s.com/taclane-training) and Raytheon KIV-7 Expert Training (KIV7M - http://www.raytheon.com/capabilities/products/kiv7)
DB2	IBM DB2 Database Administrator
ECIE-C	Enterasys Certified Internetworking Engineer for Infrastructure
EnCE	EnCase Certified Examiner
ESE	Enterasys Systems Engineer
GCFA	GIAC Certified Forensic Analyst
GPPA	GIAC Certified Perimeter Protection Analyst
GCIA	GIAC Certified Intrusion Analyst
GCUX	GIAC Certified UNIX Security Administrator
GCWN	GIAC Certified Windows Security Administrator
GSOC	GIAC Securing Oracle Certification
GREM	GIAC Reverse Engineering Malware Certification
HBSS 3.0	DISA HBSS 3.0
HBSS Admin	DISA HBSS Administrator

HBSS ADV	DISA HBSS Advanced
HBSS Advanced Administrator	DISA HBSS ADV Administrator
HP OpenVMS	HP OpenVMS Administrator
HP UX CSA	HP-UX Advanced Certified Systems Adminsitrator
HP UX CSE	HP-UX Certified Systems Engineer
ID Analysis	Introduction to Intrusion Dectection System Analysis - http://iase.disa.mil/eta/downloads/pdf/products_order_form.pdf
ID Analysis Parts 1 & 2	Introduction to Intrusion Dectection Analysis & DOD Intrusion Detection System Analysis Part 2 - http://iase.disa.mil/eta/downloads/pdf/products_order_form.pdf
M2003	Microsoft 2003 - Pass 70-290 and/or 70-294 depending on function
M2003 NET	Microsoft 2003 Network - Pass 70-290 & 70-299
M2008	Microsoft 2008 - Pass 70-236, 70-662, 70-432, 70-450, 70-648, 70-649, 70-640, 70-642 or 70-643 depending on function.
M2008 NET	Microsoft 2008 Network - Pass 70-640 & 70-642 or 70-648 or 70-649
M2008 SQL	Microsoft 2008 SQL - Pass 70-433, 70-432, 70-450 or 70-452PRO
MCA: MS Exchange Server	Microsoft Certified Architect: Microsoft Exchange Server
MCA: MS SQL Server	Microsoft Certified Architect: Microsoft SQL Server
MCA: MS Windows Server: Directory	Microsoft Certified Architect: Microsoft Windows Server: Directory
McAfee NSPA	McAfee Network Security Platform Administration
McAfee Intrushield	McAfee Intrusheild Detection Analysis
MCDST	Microsoft Certified Desktop Support Technician
MCITP DBA	Microsoft Certified IT Professional Database Administrator
MCITP DBD	Microsoft Certified IT Professional Database Developer
MCITP EA	Microsoft Cerified IT Professional Enterprise Administrator
MCITP EDA	Microsoft Certified IT Professional Enterprise Desktop Administrator
MCITP EDST	Microsoft Certified IT Professional Enterprise Desktop Support Technician
MCITP EMA	Microsoft Certified IT Professional Enterprise Messaging Administrator
MCITP SA	Microsoft Certified IT Professional Server Administrator
MCM	Microsoft Certified Master
MCM: Windows Server 2008: Directory	Microsoft Certified Master: Windows Server 2008: Directory
MCSA2003	Microsoft Certified Systems Administrator
MCSE2003	Microsoft Certified Systems Engineer
MCSA:WS2012	Microsoft Certified Solutions Associate Windows Server 2012

MCSE:WS2012	Microsoft Certified Solutions Expert Windows Server 2012
MCSA:Win7	Microsoft Certified Solutions Associate Windows 7
MCSA:Win8	Microsoft Certified Solutions Associate Windows 8
MCSE:DP	Microsoft Certified Solutions Expert Data Platform
MCSE:M	Microsoft Certified Solutions Expert Messaging
MCSA:WS2008	Microsoft Certified Solutions Associate Windows Server 2008
MCSM	Microsoft Certified Solutions Master
MCSM:DS	Microsoft Certified Solutions Master Directory Services
MCSM:DP	Microsoft Certified Solutions Master Data Platform
MCSA:SQL2008	Microsoft Certified Solutions Associate SQL Server 2008
M2012SQL	Microsoft 2012 SQL - Pass 70-461, 70-462, 70-465 or 70-467
MS2012	Microsoft 2012 - Pass 70-410 and/or 70-411 depending on function
M2012	Microsoft 2012 - Pass 70-662, 70-341, 70-462, 70-465, 70-417, 70-410, or 70-412 depending on function.
M2012NET	Microsoft 2012 Network - Pass 70-410 & 70-412 or 70-417
NSA	EC-Council Network Security Administrator
OCM	Oracle Certified Master
OCP	Oracle Certified Professional
Retina	DISA Retina on-line or classroom
RHCE	Red Hat Certified Engineer
RHCSA	Red Hat Certified System Administrator
RHCT	Red Hat Certified Technician
SCNA	Sun Solaris Certified Network Administrator
SCS Altiris	Symantec Certified Specialist Altiris - Exam 250-401: Administration of Altiris Client Management Suite 7.0
SCSA	Sun Solaris Certified Systems Administrator
UNIX AIX	IBM Certified Systems Administrator - AIX
VCAP	VMware Certified Advanced Professional
VCP	VMware Certified Professional
Windows 7	Windows 7 - Pass 70-680, 70-682 or 70-685
Windows 7 Basic	Windows 7 - Pass 98-349
Windows XP	Windows XP - Pass 70-270, 70-271 and/or 70-272 depending on function.
Windows 8	Windows 8 - Pass 70-687 or 70-689
Windows 10	Windows 10 - Pass 70-697
CICA	Certified Infoblox Core Administrator
CICE	Certified Infoblox Core Engineer
nCE	nGenius Certified Expert
nCM	nGenius Certified Master

EMCDD	EMC Data Domain
DIA A&IG	DIA Auditor & IG Training
FoIH	Fundamentals of Incident Handling
ADV. IH	Adv.Incident Handling
SymNetBackup 6.5 WIN	Symantec NetBackup 6.5 Administrator for Windows
SymNetBackup 7.0 WIN	Symantec NetBackup 7.0 Administrator for Windows
SymNetBackup 7.0 UNIX	Symantec NetBackup 7.0 Administrator for Unix
VCP5-DCV	VMware Certified Professional 5-Data Center Virtualization
VCDX5	VMware Certified Design Expert 5 - Data Center Virtualization
SAP CTP NetWeaver 7.0	SAP Certified Technology Professional - Security with SAP NetWeaver 7.0
SAP CTA NetWeaver 7.31	SAP Certified Technology Associate - System Administration Sybase ASE with SAP NetWeaver 7.31
SAP CTA NetWeaver Portal 7.01	SAP Portal Administrator is SAP Certified Technology Associate - SAP NetWeaver Portal 7.01.
SAP CTA SYS ADMIN (Oracle DB) SAP Netweaver 7.31	SAP Certified Technology Associate - System Administration (Oracle DB) with SAP Netweaver 7.31
SAP CTA - SAP Business OBJ Business Intelligence Platform 4.0	SAP Certified Technology Associate - SAP Business Objects Business Intelligence Platform 4.0

ATTACHMENT 5 - KEY PERSONNEL MINIMUM REQUIREMENTS

1. Program Manager

General Experience: Nine (9) years of Information Technology (IT) experience including at least five projects in technical areas included in the Performance Work Statement. At least one project shall have occurred within the past (3) years.

Specialized Experience: Two (2) years of experience in supervision of substantial IT projects. One (1) year of this experience shall have been in supervising large IT service contracts, including people of various job categories and skills and shall have occurred in the last five (5) years.

Functional Responsibility: Provides technical and administrative direction for tasks, including review of work products for correctness, compliance with industry accepted standards, FTS standards, and user standards specified in specific TOs.

Security/Certification Requirements:

Sensitivity Level: IT-III – Non-sensitive

Clearance: Secret

IA Level: N/A

Computing Environment: N/A

2. End User Service Key

General Experience: Five (5) years of Information Technology (IT) experience including at least two projects in technical areas included in the Performance Work Statement. At least one project shall have occurred within the past three (3) years.

Functional Responsibility: Works under general supervision, developing the requirements of a product from inception to conclusion. Develop required specifications for simple to moderately complex problems. Coordinate with the Contractor's project manager, COTRs, and Government user representatives to ensure accurate solutions and user satisfaction on technical matters.

Leave/Vacation: Key Personnel must inform the COR/ACOR in writing at least 1 day before being Out of the Office or on Scheduled Leave.

Security/Certification Requirements:

Sensitivity Level: IT-II – Non-critical Sensitive

Clearance: Secret

IA Level: IAT-II

Computing Environment: MCDST, MCSA, MCSE, Windows 7 or Higher in accordance with DoD 8570 requirements. **(Must provide certificates with proposal)**

Enclosure 1 - Past Performance Template

INSTRUCTIONS

Complete a copy of this template for each project submitted.

VENDOR

	Vendor Name:	Name of the Vendor Team Leader or Team Member
	Contract Number:	If available
	Relevant Contact:	Name of the Program Manager for referenced effort
	Location:	Address of relevant contact
	Phone Number:	Contact number for Relevant Contact, including area code or international prefixes
	E-mail address:	E-mail address for Relevant Contact

CLIENT OVERVIEW

	Client Name:	Name of the client organization, including specific division(s) as appropriate for whom services had been provided.
	Number of Employees:	Number of employees in the organization, as well as an indication of the number impacted by the given program noted
	Geographic Coverage:	Identify the countries/regions/states in which the client is present
	Client Contact:	Name of the client's Program Manager, Sponsor, or other representative with personal interaction with the project described herein. This individual noted shall have had personal responsibility and accountability for the success of the program. If more than one representative is provided, include all information for each representative.
	Title:	Client Contact's stated title
	Phone Number:	Contact number for Client Contact, including area code or international prefixes
	E-mail Address:	E-mail address for Client Contact
	Mailing Address:	Client Contact's mailing address

PROJECT SUMMARY

General / Contractual

	Term of Engagement (start/end):	Identify start and end dates for the given engagement
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	Contract Type:	Describe the contract vehicle(s) applied (e.g.; Fixed Fee, T&M, Performance/incentive based etc.), including any applicable risk/reward incentive arrangements
	Dollar Value:	Denote the \$US value of the program / Denote the \$US value of that part of the program for which you were contracted
	Locations in Scope:	Identify the countries/regions/states, which are relevant to the program defined in the referenced contract.
	Scope of engagement	Describe the services performed for the client
	Comparison	Compare the work of this project to the work under the RFQ.

Program Management and Teaming/Subcontracting

	Schedule Management:	Identify any schedule delays, their cause, effect and/or resolution. Indicate any tools or techniques applied. Denote resulting impact on project budget/cost.
	Resource Management:	Identify any resource issues and/or instances where you were required to respond to supplying resources to meet unexpected client/project needs.
	Issue Management:	Describe the approach applied to managing issues such as: scope changes and conflict resolution.
	Teaming/Sub-vendor Relationship:	Identify your teaming/subcontracting arrangements and the types of contract vehicles were utilized. Explain what percentage (%) of the total awarded contract dollars and/or contract level of effort (LOE) was performed by each of the sub-vendors under this contract.
	Teaming/Sub-vendor size status	Identify whether the team members/sub-vendors referenced above were small businesses, small disadvantaged businesses, woman owned small businesses, etc.

Benefits Realized

	Performance Metrics:	Describe the metrics used for evaluating the success of the program.
	Business Benefits:	Describe the operational, technical and business performance benefits achieved due to this program. If benefits were not realized, indicate why.

Lessons Learned

	Describe lessons learned from this program and indicate how they will be leveraged to benefit the DLA EHD-EDS program.
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Industry Best Practices Employed

	Describe industry best practices employed by your company and engagements where they are currently used on a recurring basis.
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Enclosure 2 - Resume Template

Instructions:

- Complete a copy of this template for each resume submitted
- Identify each individual sequentially starting with "1" (i.e. 1,2,3) Under "Reference No." below: precede this number with an "R" - indicating "Resume"

Reference Information:

Reference No: R1

General Information:

Name:

Title:

Proposed Category:

Education:

Start Date:

End Date:

School:

Degree, Major:

Start Date:

End Date:

School:

Degree, Major

Security Information:

Clearance: Refer to Section 5 (Vendor Security Requirements) of the RFQ for Security requirements

Relevant Experience:

Start Date: *(date started on project)* End Date: *(date rolled-off project)*

Client/Project: *Identify the Client or Client Type and Project*

Employer: *Identify Employer at time of experience*

Title: *Identify Job Title at time of experience*

Description: *Provide a brief description of responsibilities for the given experience, Include your relevant project role.*

Start Date:

End Date:

Client/Project:

Employer:

Title:

Description:

Start Date:

End Date:

Client/Project:

Employer:

Title:

Description:

Certifications & Affiliations: Certification: Description, including relevant dates and versions, if applicable. **For EUS, Supply copy of a current IAT-II (Security + or equivalent) and CE (Win 7 or Higher) Certificate.**